



# Cambridgeshire Guide to Independent Living 2023

A guide to finding local information and support for older people, people with disabilities, and their carers.

Getting out and about | Staying independent at home | Housing options  
Coming home from hospital | What to expect from the council | Useful contacts

In association with

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To obtain extra copies of this Guide, email [carechoices@cambridgeshire.gov.uk](mailto:carechoices@cambridgeshire.gov.uk)

## Alternative formats

This Guide is available electronically at [www.carechoices.co.uk/](http://www.carechoices.co.uk/) The e-book is also Recite Me compatible for those requiring information in the spoken word.



# Welcome

Welcome to the Cambridgeshire Guide to Independent Living 2023, produced in partnership with the publisher Care Choices. This Guide introduces the information, care, and support you need to enjoy the best quality of life for as long as possible. It's packed full of information and is easy to use.

Whatever your age or ability, there are things you can do to remain independent, safe, and well. Many of these are small lifestyle changes that will make a big difference. By acting now, you can make positive changes that can make a big impact in your future. There are many people, places, and activities that can help you to carry on doing what matters to you, without having to pay for professional care.

There's a lot of excellent support available in Cambridgeshire. This Guide will help you think about the options available and help you to make the choices that are right for you. Use this Guide to have a look through all the help that's available at your fingertips. You'll find out about local activities, transport, equipment and adaptations, home support, what you can expect from the council, and much, much more.

Keep your Guide by the phone or somewhere handy,

or even better, start filling in your action plan on page 6.

## Tip

To give you some extra help, we've given you some handy tips throughout the Guide, so look out for them.



## Tip

You might want to use this Guide on your own, or ask a friend, or family member to help you think things through:



- Browse this Guide to identify the five key things that you are interested in or feel will support you.
- Explore the suggestions to find out more about the areas that matter to you.
- Use your action plan on page 6 to help you plan the things you want to put in place and who you will contact first.

The details in this Guide may change over time. If you can go online, you can find the most up-to-date information about living independently in Cambridgeshire at [www.cambridgeshire.gov.uk/adults](http://www.cambridgeshire.gov.uk/adults)

## Search for care in your area

[www.carechoices.co.uk](http://www.carechoices.co.uk)



With so many providers to choose from, where do you start?



- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests



# Your care matters

with Barchester

**Everyone deserves uncompromising care.  
That's the passionate belief of the experts  
in our care homes.**

That's why you'll find our people are well-trained in a variety of skills. They're dedicated people who want to celebrate life and improve well-being. And it's why support is given with kindness, respect and dignity.

**These are the things that mean the most.  
And because they matter to you, they matter to us.**



**BARCHESTER**  
**in Cambridgeshire**  
[barchester.com/Cambs](http://barchester.com/Cambs)

**Call to arrange a visit or to find out how we can help:**

**Hickathrift House Care Home**

217 Smeeth Road,  
Wisbech, PE14 8JB  
**01945 223 130**

**Hilton Park Care Home**

Bottisham,  
Cambridge, CB25 9BX  
**01223 633 505**

**Melbourn Springs Care Home**

Hyacinth Drive,  
Royston, SG8 6FY  
**01763 722 320**

**Oaklands Care Home**

Bottisham,  
Cambridge, CB25 9BX  
**01223 633 504**

**Rose Lodge Care Home**

Walton Road,  
Wisbech, PE13 3EP  
**01945 223 132**

Residential care • Nursing care • Dementia care • Respite care and short breaks  
Hair & beauty salon • En-suite bedrooms • Landscaped gardens • Café

# My action plan

This Guide’s purpose is to help support you to live independently and continue to do the things you enjoy. Use your action plan to note down the steps you want

to take, including useful resources to help you. Then, follow your plan to get the support that’s right for you and your family.

## Things you would like to achieve

This could be one thing, or lots of things – try to list all the things that are important to you.

1. What would you like to be able to achieve? This could be making a change, doing more of what you enjoy, having more time to spend with friends and family, or giving back to your community.

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2. If achieved, what difference would this make to your life?

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## Use the list that you have written to find some options

This could be one thing, or lots of things – try to list all the things that are important to you.

3. Write down anything you already have in place to help you, for example, family or other support networks, or other solutions that you arrange for yourself.

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5. What other options have you identified from this Guide that you might want to talk through with other people and ask them to help you arrange? Where can you get help? List websites, advice from friends and family, or page numbers of this Guide.

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4. Write down the help and support that a friend, family member, or a local community group could give you.

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For more support to help you live independently, visit [www.cambridgeshire.gov.uk/adults](http://www.cambridgeshire.gov.uk/adults)



# Getting out and about

## Travelling

Keeping active is more than just physical activity; it's about staying connected with people and places. It's about feeling productive. There is a range of transport and mobility services that can help you get out and about and do the things that matter to you.

### Cycling

Cambridgeshire is one of the best places in the country to cycle. It is relatively flat and has an extensive cycling network for all ages and abilities to enjoy. For more information and to see local cycling route maps, visit

**[www.cambridgeshire.gov.uk/cycling](http://www.cambridgeshire.gov.uk/cycling)**

Cycling can be a useful means of transport as well as a fun way to exercise and socialise. There are many different types of bikes and many more opportunities for people with disabilities to cycle.

**Wheels for Wellbeing** has created a 'Guide to Inclusive Cycling' accessible at **[www.wheelsforwellbeing.org.uk/campaigning/guide](http://www.wheelsforwellbeing.org.uk/campaigning/guide)**

### Learning to drive

Many people with a disability drive. There are various modifications to help make your driving or travelling experience as comfortable as possible.



If you are looking to start learning to drive, the **Disability Driving Instructors** website has an online register of specialist driving instructors. Visit **[www.disabilitydrivinginstructors.com](http://www.disabilitydrivinginstructors.com)**

### Check if a health condition affects your driving

You need to tell DVLA about some medical conditions as they can affect your driving. You can find an A-Z of these medical conditions at **[www.gov.uk/health-conditions-and-driving/](http://www.gov.uk/health-conditions-and-driving/)**

You must give up your licence if your doctor tells you to stop driving for three months or more.

### Having your own transport

For many people, having their own transport is an integral part of independent living. The Motability Scheme provides an affordable, worry-free way for you to lease a car or accessible vehicle.

#### Motability Scheme

Web: **[www.motability.co.uk](http://www.motability.co.uk)** • Tel: **0300 456 4566**

### Obtaining a wheelchair

Mobility shops sell a range of manual and electric wheelchairs. Alternatively, your GP or health worker can refer you to the local NHS wheelchair service to assess whether you meet the criteria for an NHS wheelchair. Current users of the NHS wheelchair service should contact AJM Healthcare Ltd for re-assessment, reviews, appointments, or general enquiries.

#### AJM HealthCare

Email: **[cambridgeandpeterborough@ajmhealthcare.org](mailto:cambridgeandpeterborough@ajmhealthcare.org)**

Web: **<https://cambridgeshireandpeterborough.wheelchair.services>**

Tel: **0808 169 9633**

### Parking

A Blue Badge is a parking permit for people who are registered blind, severely sight impaired, have a 'hidden' disability, or severe mobility issues. Blue Badges can't be issued to relatives or carers, but you can use your badge in any car you're travelling in whether you're the driver or a passenger.

If you have a Blue Badge, you may also be eligible to apply for a Disabled Parking Bay. Visit **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** and search 'disabled parking bay'.

Visit **[www.cambridgeshire.gov.uk/bluebadges](http://www.cambridgeshire.gov.uk/bluebadges)** or call **0345 045 5204**.



### → Travelling by bus

Depending on your age and your circumstances, you might be able to get one of the following free bus passes:

- An older person's bus pass.
- A disabled person's bus pass.

Both can be used for free off-peak travel on any local bus in England, including London. In Cambridgeshire, this means free travel from Monday to Friday after 9.30am until the last bus and all day on weekends and bank holidays. Visit <https://transport.cambridgeshirepeterborough-ca.gov.uk> or call

**01223 740149**.

#### Tip

Stagecoach produces 'Journey Assistance Cards' if you need a bit more help using the bus. The cards make it easier for you to let the driver know what extra help you need. Visit [www.stagecoachbus.com/promos-and-offers/national/journey-assistance-cards](http://www.stagecoachbus.com/promos-and-offers/national/journey-assistance-cards)



### Travelling by train

A railcard gives you discounts on rail fares. To find out about available railcards, including a Disabled Person's Railcard, and a Senior Railcard for people aged over 60, visit [www.railcard.co.uk](http://www.railcard.co.uk)

If you're travelling around by National Rail, you can plan your train journey using the information provided for disabled passengers online at [www.nationalrail.co.uk](http://www.nationalrail.co.uk) by searching 'passenger assistance'.

To book assistance, you only need to contact one train company and it will organise assistance for your whole journey. You can book by phone or online with the company directly, or centrally by calling **0800 022 3720**. More information can be found on the following links.

**Cross Country:** [www.crosscountrytrains.co.uk/customer-service/travel-assistance](http://www.crosscountrytrains.co.uk/customer-service/travel-assistance)

**Great Northern:** [www.greatnorthernrail.com/travel-information/travel-help/assisted-travel/book-assistance-for-your-journey](http://www.greatnorthernrail.com/travel-information/travel-help/assisted-travel/book-assistance-for-your-journey)

**Greater Anglia:** [www.greateranglia.co.uk/passenger-assist-and-booking-assistance](http://www.greateranglia.co.uk/passenger-assist-and-booking-assistance)

**LNER:** [www.lner.co.uk/customer-service/customer-services/contact-us/assisted-travel](http://www.lner.co.uk/customer-service/customer-services/contact-us/assisted-travel)

**Thameslink:** [www.thameslinkrailway.com/travel-information/travel-help/assisted-travel](http://www.thameslinkrailway.com/travel-information/travel-help/assisted-travel)

### Community transport

Provides journeys for people who have difficulty using ordinary public transport. Most community transport schemes are for people who:

- Do not have access to public transport or their own car.
- Find using public transport difficult. For example, because of a disability or age.
- Are socially or rurally isolated from accessing basic public services and facilities, such as healthcare.

For information about local schemes, contact the Community Transport team.

Email: [community.transport@cambridgeshirepeterborough-ca.gov.uk](mailto:community.transport@cambridgeshirepeterborough-ca.gov.uk)  
Web: <https://transport.cambridgeshirepeterborough-ca.gov.uk/community-transport>  
Tel: **01223 790149**

### Shopmobility

Shopmobility can lend you a wheelchair or scooter to help you shop or use other local facilities. There is a scheme for most of the major shopping areas in Cambridgeshire.

#### Cambridge City Centre Shopmobility

Web: [www.cambridge.gov.uk](http://www.cambridge.gov.uk)  
(search 'Shopmobility').  
Tel: **01223 461858** (Grafton Centre).  
Tel: **01223 457452** (Grand Arcade).

#### Huntingdonshire Shopmobility

Web: [www.huntingdonshire.gov.uk](http://www.huntingdonshire.gov.uk)  
(search 'Shopmobility').  
Tel: **01480 432793**

#### Peterborough Shopmobility

Web: [www.shopmobilitypeterborough.co.uk](http://www.shopmobilitypeterborough.co.uk)  
Tel: **01733 313133** (Queensgate).



## Local activities and groups you can join

Enjoying your favourite activity and getting to know others in your community can improve your wellbeing, regardless of your ability. To find events and activities, groups, clubs, and organisations near you, visit **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** and search 'connect with your local community'.

The Cambridgeshire Directory of Services provides online listings of events, groups, organisations, and clubs across the county. Visit **[www.cambridgeshire.gov.uk/directory](http://www.cambridgeshire.gov.uk/directory)**

### Tip

To help you get started, here are some questions to help you think about the type of activities that appeal to you:



- Do you have any hobbies that you would like to do more of?
- Would you like to try something new?
- Would you like to meet people who have similar experiences and interests to yourself?
- How regularly do you want to take part in something?

### Setting up a new group

If you are interested in starting a group, the organisations below provide information and support to help set up new groups.

#### Care Network Community Development Team

Web: **[www.care-network.org.uk](http://www.care-network.org.uk)**

Tel: **01954 211919**

**CCVS** – covering Cambridge, South Cambridgeshire, and Fenland.

Email: **[enquiries@cambridgecvcs.org.uk](mailto:enquiries@cambridgecvcs.org.uk)**

Web: **[www.cambridgecvcs.org.uk](http://www.cambridgecvcs.org.uk)**

Tel: **07935 649805**

#### Hunts Forum of Voluntary Organisations

Web: **[www.huntsforum.org.uk](http://www.huntsforum.org.uk)**

Tel: **01480 420601**

### VCAEC

**(Voluntary Community Action East Cambs)**

Web: **[www.vcaec.org.uk](http://www.vcaec.org.uk)**

Tel: **01353 666166**

### Social connections

Age UK Cambridgeshire and Peterborough provides a weekly visiting service called Sharing Time which offers friendship and support to older people who are isolated and at risk of feeling lonely.

There are day centres countywide which offer further opportunities to socialise with others who may be isolated at home or to give their carer some time to themselves. Hot meals, entertainment, and access to transport can be provided. Visit **[www.ageuk.org.uk/cambridgeshireandpeterborough](http://www.ageuk.org.uk/cambridgeshireandpeterborough)** or call **0300 666 9860**.

**The Silver Line** is a national, free and confidential helpline providing information, friendship, and advice to people aged 55 and over. Available all day, every day.

Web: **[www.thesilverline.org.uk](http://www.thesilverline.org.uk)**

Tel: **0800 470 8090**

### Tip

If you can't go online, local library staff can help. You can pop into local library to use a computer, and library staff will be able to help you. Libraries also offer free internet that you can access using your own device.



**[www.myfamilyourneeds.co.uk](http://www.myfamilyourneeds.co.uk)**

For parents and carers of children with additional needs.

## Library services



Your local library is a great place to keep learning and to connect with others and the community.

Cambridgeshire Libraries offer resources such as large print and audio books for people with visual impairments, and a range of monthly and bi-monthly events.

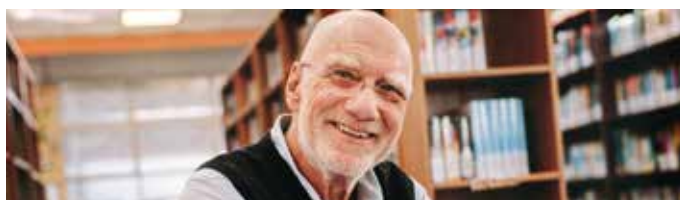
Some libraries also offer basic one-on-one sessions (limited sessions available) with a Digital Buddy volunteer who can show visitors how to use the library website and apps on their devices, including tablets and smartphones, or support them to improve their digital skills.

If you have internet at home, you can access a wide range of resources and online reference books. If you have difficulty visiting a library and do not have internet access at home, ask about the Mobile Library Service and Library at Home Service.

### Library Service and Library at Home Service

Web: [www.cambridgeshire.gov.uk/library](http://www.cambridgeshire.gov.uk/library)

Tel: **0345 045 5225**



## Community Navigators

Working with you to help you achieve greater independence, connect with your community, and feel supported and well. Whether you're looking for some help around the home, access to shopping, transport, or information on social groups or local activities you'd like to try, coordinators can discuss available options with you.

Community Navigators work closely with health and social care professionals and other local organisations to help you find a clear path to information and support when you need it. This includes the Care Network Help at Home and Wellbeing services. To find out what's available in your community, contact your local team.

### Cambridge City

Email: [city.navigators@care-network.org.uk](mailto:city.navigators@care-network.org.uk)

Tel: **01223 300460**

### East Cambridgeshire

Email:

[eastcambs.navigators@care-network.org.uk](mailto:eastcambs.navigators@care-network.org.uk)

Tel: **01353 659639**

### Fenland

Email: [fens.navigators@care-network.org.uk](mailto:fens.navigators@care-network.org.uk)

Tel: **01354 695208**

### Huntingdonshire

Email:

[hunts.navigators@care-network.org.uk](mailto:hunts.navigators@care-network.org.uk)

Tel: **01480 775493**

### South Cambridgeshire

Email:

[southcambs.navigators@care-network.org.uk](mailto:southcambs.navigators@care-network.org.uk)

Tel: **01954 212100**

## Learning, employment, and volunteering

People of all ages and abilities can take part in learning, work, and volunteering activities. Throughout Cambridgeshire, you'll find a wide range of opportunities available to help you develop your skills and support you in employment.

### Cambridgeshire Skills

A countywide adult learning service that can help

you develop the employment skills and knowledge you need. Cambridgeshire Skills also offers courses designed to improve your wellbeing and mental health.

Email: [cambsals@cambridgeshire.gov.uk](mailto:cambsals@cambridgeshire.gov.uk)

Web: [www.cambsals.co.uk/about-us](http://www.cambsals.co.uk/about-us)

Tel: **01353 613013**

## Employment

If you are over 18 and have a disability, your local Jobcentre Plus can offer advice and information on finding a job and the range of programmes and funding that may be available. An Access to Work grant can pay for practical support if you have a disability, health, or mental health condition.

It can help you to start and stay in work or start a business. Visit **[www.gov.uk/access-to-work](http://www.gov.uk/access-to-work)**

The Individual Placement and Support (IPS) service helps people with mental health conditions to find and sustain paid employment. IPS can help you write a CV, covering letters, and applications. Or help you prepare for job interviews or access benefits advice.

The service will ensure your health and work goals are joined up and plans are made to help you at work.

Email: **[IPSReferrals@cpft.nhs.uk](mailto:IPSReferrals@cpft.nhs.uk)**  
Web: **[www.cpft.nhs.uk/service-detail/service/individual-placement-and-support-ips-18](http://www.cpft.nhs.uk/service-detail/service/individual-placement-and-support-ips-18)**  
Tel: **01733 748484**

More information on sources of support and advice to help disabled people find and stay in work is available at **[www.gov.uk](http://www.gov.uk)** by searching 'help and support for young disabled people'.

## Volunteering

There are five volunteer centres in Cambridgeshire which can answer your questions and help you to find a variety of opportunities.

### CCVS

Web: **[www.cambridgecv.org.uk](http://www.cambridgecv.org.uk)**

### Voluntary and Community Action for East Cambridgeshire

Web: **[www.vcaec.org.uk](http://www.vcaec.org.uk)**

### Volunteer Centre Fenland

Web: **[www.volunteercentrefenland.org.uk](http://www.volunteercentrefenland.org.uk)**

### Volunteer Centre Huntingdonshire

Web: **[www.huntsvc.org.uk](http://www.huntsvc.org.uk)**

### Volunteer Centre Peterborough

Web: **[www.pcv.org.uk/volunteering-centre](http://www.pcv.org.uk/volunteering-centre)**

## Social training enterprises

Provide vocational training activities for people with disabilities or complex needs. The learning opportunities include social skills, personal development, independent living, careers advice, and nationally recognised qualifications. Research the following services to find out more about what they offer.

### Branching Out

Web: **[www.branchingoutuk.com](http://www.branchingoutuk.com)**

Tel: **01353 863221**

### Burwell Print Centre

Email: **[info@burwellprint.co.uk](mailto:info@burwellprint.co.uk)**

Web: **[www.burwellprint.co.uk](http://www.burwellprint.co.uk)**

Tel: **01638 613102**

### Camtrust

Email: **[info@camtrust.co.uk](mailto:info@camtrust.co.uk)**

Web: **[www.camtrust.co.uk](http://www.camtrust.co.uk)**

Tel: **01223 236786**

### Eddie's

Email: **[info@eddies.org.uk](mailto:info@eddies.org.uk)**

Web: **[www.eddies.org.uk](http://www.eddies.org.uk)**

Tel: **01223 883130**

### Prospects Trust, The

Email: **[enquiries@prospectstrust.org.uk](mailto:enquiries@prospectstrust.org.uk)**

Web: **[www.prospectstrust.org.uk](http://www.prospectstrust.org.uk)**

Tel: **01638 741551**

### Red2Green

Email: **[info@red2green.org](mailto:info@red2green.org)**

Web: **[www.red2green.org](http://www.red2green.org)**

Tel: **01223 811662**

### Rowan Humberstone

Email: **[info@rowanhumberstone.co.uk](mailto:info@rowanhumberstone.co.uk)**

Web: **[www.rowanhumberstone.co.uk](http://www.rowanhumberstone.co.uk)**

Tel: **01223 566027**

### Social Training Enterprise Group

Email: **[steng2002@yahoo.co.uk](mailto:steng2002@yahoo.co.uk)**

Web: **[www.steng.org.uk](http://www.steng.org.uk)**

## Tip

Timebanking is a way for local people to come together and volunteer to help each other by exchanging knowledge, help, and skills. Visit **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** and search 'Timebanking'.





# Looking after someone who couldn't manage without your help and support

You may be reading this Guide because you are a carer, or you know someone who is. Being a carer can be rewarding – but it is also very hard work. Caring is a stressful role and it's important to think about your own mental and physical health and emotional wellbeing as well as the person you care for.

Support is available for anyone who cares for someone else, whether you would call yourself a carer or not. This support can help make your

caring role easier, and it can free up more time for you to take care of yourself so that you can continue caring.

## Tip

If you're a carer, you can use the action plan on page 6 to help you and the person you care for understand how you can best support yourselves.



## Carers UK Digital Resources

Many people find it helpful to ask their friends and family for support in their caring role. There are lots of online tools and apps that make it easy for you to let trusted family and friends see what jobs need doing, volunteer for those jobs, see who has agreed to do what, and which jobs have been done.

Cambridgeshire County Council has teamed up with Carers UK to give local carers access to a wide range of digital tools and essential resources that may help make your caring situation easier. Visit **carersdigital.org** and use the free access code **DGTL3385**. This includes Jointly, available at **www.jointlyapp.com**

## Information and support for adult carers



In this Guide, there is a lot of advice on how to get out and about in the community on page 7. Page 19 is full of tips about how to adapt the home of the person you are caring for to support them to stay independent, safe, and well.

Support available for carers include practical help, such as equipment, modifications, or alterations to the home. It can also include emotional support, access to exercise, learning opportunities or social activities, advocacy, and even short breaks.

There is also lots of support in Cambridgeshire for adult carers themselves, including local organisations and voluntary groups.

### Caring Together

Provides information, advice, and guidance for adult carers. It also offers a vast range of support including flexible breaks, carers' emergency planning, training, and peer support groups.

Email: **hello@caringtogether.org**

Web: **www.caringtogether.org**

Tel: **0345 241 0954**

### Making Space

Supports people who care for someone aged 18-65 with a mental health condition. It offers someone for you to talk to, someone who can speak on your behalf, and help with the complex needs of the person you care for.

Email: **enquiries@makingspace.co.uk**

Web: **www.makingspace.co.uk**

Tel: **01480 211006**

If you need additional support to continue your caring role, you may be eligible for support from Cambridgeshire County Council. The council will offer advice and guidance to help you with your caring responsibilities and help you look after your own wellbeing. The council may also do a more in-depth carers' assessment to understand what's important to you, and your needs. This will focus on the outcomes you want to achieve to help maintain

your wellbeing. Carers' assessments are available even if the person you care for does not get any help from the council.

Visit **[www.cambridgeshire.gov.uk/adults](http://www.cambridgeshire.gov.uk/adults)** and select 'Looking after someone – support for carers'. If the person that you care for requires care and support to meet their needs, see the information on page 47.

## Planning for an emergency

It is important to make sure that the person you care for is kept safe even if you are not able to be there for them. The 'What If?' Plan provides emergency support to the person you care for, should you be unable to care because of a sudden illness, accident, or other unplanned event.

It is a free service funded by Cambridgeshire County Council to look after adults with care needs during an emergency involving their family carer. As a carer, you can register a 'What If?' Plan with Caring Together and apply for an emergency card.

Emergency support is provided by contacting your nominated contacts for you, with essential back-up support from professional carers available, if required. It operates 24 hours a day, 365 days a year. You can register for this service with Caring Together.

### Caring Together

Email: **[hello@caringtogether.org](mailto:hello@caringtogether.org)**

Web: **[www.caringtogether.org](http://www.caringtogether.org)**

Tel: **0345 241 0954**

## Information and support for young carers

Some young people help to look after someone in their family. It could be someone with a disability or a long-term physical or mental health condition, or regular drug or alcohol use. Taking on levels of responsibility that may not be appropriate for your age can have a significant impact on your physical health and wellbeing, your access to education, and your future opportunities. There are lots of people you can ask for help including your school's Young Carers Champion or a teacher you trust. To find out more, visit **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** and search 'young carers'.

**Centre 33** provides specialist support and advice to young carers. It helps young carers meet each other, supports them in their education settings,

and helps with the transition to adult services. Centre 33 assesses individual needs to identify additional support you may be eligible for and can help you to access this support.

Email: **[hello@centre33.org.uk](mailto:hello@centre33.org.uk)**

Web: **[www.centre33.org.uk](http://www.centre33.org.uk)**

Tel: **0333 414 1809**

**Caring Together** also provides support to young carers. For more information, visit its dedicated webpage for young carers.

Email: **[hello@caringtogether.org](mailto:hello@caringtogether.org)**

Web: **[www.caringtogether.org/support-for-carers/young-carers](http://www.caringtogether.org/support-for-carers/young-carers)**

Tel: **0345 241 0954**

## Parent carers

Information for parents looking after children and young people with special educational needs and/or disabilities can be found on

Cambridgeshire's Local Offer at **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** by searching 'Local Offer'.

→ **Cambridgeshire County Council**'s Child and Family Centres offer groups, drop-ins, events, activities, courses, and support for families with children aged up to 19. Visit **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** and search 'Child and Family Centres'.

**Caring Together** supports all different types of carers, including parent carers. For more information, visit its dedicated parent carer webpage.

Email: **[hello@caringtogether.org](mailto:hello@caringtogether.org)**

Web: **[www.caringtogether.org/support-for-carers/parent-carers](http://www.caringtogether.org/support-for-carers/parent-carers)**

Tel: **0345 241 0954**

**Making Space** offers support to carers (including parent carers) of adults who have a mental health condition. In Cambridgeshire, there are two Making Space carers' groups.

### **Cambridgeshire and Peterborough**

Suite 4 The Stables, The Shrubbery, Church Street, St Neots PE19 2BU

Web: **[www.makingspace.co.uk/cambridgeshire-carer-support](http://www.makingspace.co.uk/cambridgeshire-carer-support)**

Tel: **01480 211006**

### **The Limes**

5 Church Lane, Littleport, Ely CB6 1PS

Web: **[www.makingspace.co.uk/the-limes](http://www.makingspace.co.uk/the-limes)**

Tel: **01353 863194**

**Pinpoint** is Cambridgeshire's Parent Carer Forum and offers information and support to parent carers.

Email: **[information@pinpoint-cambs.org.uk](mailto:information@pinpoint-cambs.org.uk)**

Web: **[www.pinpoint-cambs.org.uk](http://www.pinpoint-cambs.org.uk)**

Tel: **01480 877333**

### **SEND Information, Advice and Support Services (SENDIASS)**

offer impartial and confidential information, advice, and support to parents and carers who have a child with special educational needs or a disability.

Visit **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** and search 'SENDIASS'.

## **Financial support for carers**

Carer's Allowance is paid at a standard rate. You might be eligible if you:

- Are aged 16 or over.
- Spend at least 35 hours a week caring for someone.
- Have lived in England, Scotland, or Wales for at least two of the last three years.
- Aren't either in full-time education or earning more than £132 a week after tax and expenses.

If the person you're caring for receives the severe disability premium (or severe disability addition in Pension Credit), this may be lost if you claim Carer's Allowance and/or Carer's Premium. Seek specialist independent advice before claiming Carer's Allowance.

Carer's Premium is an extra payment of up to £38.85 per week that can sometimes be added into the calculation of other means-tested benefits you might get on top of Carer's Allowance.

### **Tip**

If you are a carer and are not in receipt of these benefits, but think you may be eligible, apply at

**[www.gov.uk/browse/benefits/help-for-carers](http://www.gov.uk/browse/benefits/help-for-carers)**

To check your eligibility for benefits, visit **[www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators)** or call **Citizens Advice** on **0800 144 8848**.



## **Search for care in your area**

**[www.carechoices.co.uk](http://www.carechoices.co.uk)**



- Find care providers quickly and easily
- Search by location and care need

 CareChoices





FIRST CARE HOMES  
WHERE CARE COMES FIRST

# THE CAMBRIDGESHIRE CARE HOME

## Dementia, Residential and Nursing Care

The Cambridgeshire Care Home situated in Great Shelford is the premier choice for a boutique care home in historic Cambridge.

With a dedication to providing unrivalled care for each of our Residents. We have introduced the latest technology with our large screen Yeti Tablet and OMI interactive dementia table, complimenting our PIR lighting and sensory falls reduction equipment and person-centred electronic care plan system, linked to every team member's smart phone. With this in place alongside our devoted care team we aim to provide the highest standards of wellbeing available.

At The Cambridgeshire Care Home, we pride ourselves on our ability to respond to individual needs. Whether a residents stay with us is just a two-week break or a permanent residency, everyone living at The Cambridgeshire Care Home will be treated with dignity, compassion, and respect.

One of the unique characteristics of the home is our ability to provide a full myriad of professional care and support including residential, nursing, or specialist dementia care, thus providing a true care pathway to elderly people.

With easy access from the M11 the home situated just three miles south of the city centre The Cambridgeshire Care Home is a must visit when looking towards the next steps with your loved one.

- Dementia, Residential & Nursing Care
- State of the Art Facilities
- Boutique Premium Rooms
- Sky channels available throughout the home
- Bistro & Private Dining
- Hospitality Service with Every Meal
- Beautifully Landscaped Gardens with Scenic Lift
- All Inclusive Package Featuring;
  - Internet / Wi-Fi
  - Telephone Calls
  - Communal Newspapers
  - Hairdressing, Nail Treatments & Chiropody
- Regular Themed Events / Entertainment
- Weekly Wellbeing Classes & Film Screenings in our Cinema
- Exercise Therapist - one to one sessions and live exercise classes

**Freephone 0800 1969750**

To find out more about The Cambridgeshire Care Home, contact Yvonne Quigley, Customer Relations Manager



# Keeping healthy and well

Staying healthy is an important part of living an active and independent life. Whatever your abilities and circumstances, there are many things you can do to improve your health, such as changing your diet, exercising more, or giving up harmful habits like smoking.

**Be Well in Cambridgeshire** offers advice to help you maintain a healthy lifestyle and keep well. Visit [www.bewellcambridgeshire.co.uk](http://www.bewellcambridgeshire.co.uk)

**How Are You (H.A.Y) Cambridgeshire and Peterborough** is a group of websites, developed and managed by Cambridgeshire and Peterborough NHS Foundation Trust (CPFT), that bring together everything in the local community that boosts wellbeing. Visit <https://haycambspboro.co.uk>

The **NHS Live Well** website contains advice about healthy living, including eating a balanced diet, exercise, quitting smoking, and drinking less alcohol. Visit [www.nhs.uk/live-well](http://www.nhs.uk/live-well)

## Healthy You

Offers classes if you're looking to manage your weight through balanced nutrition and exercise. Healthy You is also your free local stop smoking service. Stop smoking specialists can help you achieve your goal of giving up smoking through a combination of one-to-one support and medication.

Web: [www.healthyyou.org.uk/services/stop-smoking](http://www.healthyyou.org.uk/services/stop-smoking)

Email: [eh.healthyyou@nhs.net](mailto:eh.healthyyou@nhs.net)

Text: 'Healthyu' to **60777**.

Tel: **0333 005 0093**

## Drugs and alcohol support

Change Grow Live (CGL) provides a range of support options for adults living in Cambridgeshire who are struggling with drug and alcohol issues. CGL Cambridgeshire offers support and advice hubs in three locations in Cambridgeshire.

### Cambridge

Mill House, Mill Road CB1 3DF

Tel: **0300 555 0101** (option one).

Email: [cambridgeshirereferrals@cgl.org.uk](mailto:cambridgeshirereferrals@cgl.org.uk)

### Huntingdon

Hartford House, 2 Hartford Road PE29 3PB

Tel: **0300 555 0101** (option two).

Email: [cambridgeshirereferrals@cgl.org.uk](mailto:cambridgeshirereferrals@cgl.org.uk)

### Wisbech

Inspiration House, Church Terrace PE13 1BW

Tel: **0300 555 0101** (option three).

Email: [cambridgeshirereferrals@cgl.org.uk](mailto:cambridgeshirereferrals@cgl.org.uk)

For more information, visit

[www.changegrowlive.org](http://www.changegrowlive.org)

(search 'Cambridgeshire').

## Your mental health and wellbeing

Everyone goes through difficult times; sometimes our problems affect our day-to-day lives, and we feel that we can't cope. Your GP should be your first point of contact for mental health and wellbeing issues, they can discuss your concerns and the right treatment for you.

If your low mood is affecting the way your wellbeing, you can talk to a Mental Health Trainer from **Healthy You**. Freephone **0333 005 0093** or text 'Healthyu' to **60777**. If you are in a mental health crisis, call **111** and select option two.

Specially trained mental health staff are available all day, every day.

**Psychological Wellbeing Service** is a self-referral service part of the Improving Access to Psychological Therapies (IAPT) services, an NHS initiative designed to make psychological or talking therapies more accessible to people experiencing common mental health conditions. Visit [www.cpft.nhs.uk/self-refer-here](http://www.cpft.nhs.uk/self-refer-here) or call **0300 300 0055**.

**Other services available in Cambridgeshire  
Cambridgeshire, Peterborough and South  
Lincolnshire Mind**

Web: [www.cpslmind.org.uk](http://www.cpslmind.org.uk) • Tel: 0300 303 4363

**Keep Your Head**

Web: [www.keep-your-head.com](http://www.keep-your-head.com)

**MindEd for Families**

Information for older adults and people caring for them. • Web:

[www.mindedforfamilies.org.uk/older-people](http://www.mindedforfamilies.org.uk/older-people)

**Rethink**

Web: [www.rethink.org](http://www.rethink.org)

Tel: 0808 801 0525

**Help for veterans and service leavers**

All veterans, service leavers, non-mobilised reservists, and their family members and carers can access a range of specialist healthcare and support created to provide treatment and care for many different problems.

Visit [www.nhs.uk](http://www.nhs.uk) and search 'veterans'.

## Social Prescribers

Working alongside GPs and other members of the primary health team. You can ask your GP to refer you to a Social Prescriber or NHS Link Worker if you would like to have a conversation about 'what matters to you'. Social Prescribers can help you to find community support and services include volunteering, group activities, healthy lifestyles

information, legal advice, and debt counselling.

Social Prescribing can help you to have more control over your health and find ways to improve how you feel in a way that suits you. Visit [www.england.nhs.uk/personalisedcare/social-prescribing](http://www.england.nhs.uk/personalisedcare/social-prescribing) or contact your GP.

## Regular health checks

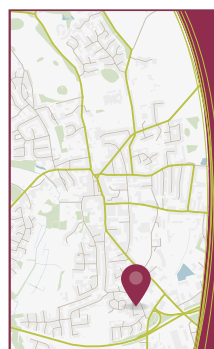
By undergoing routine health checks, you can spot any health problems in the early stages when they are easier to treat, helping you to make the best choices about your health and wellbeing. People with a learning disability often experience poorer physical and mental health than others. A Learning Disability Annual Health Check can address this and help you stay well by talking about your health and finding any problems early, so you get the right care. To arrange a health check, contact your GP. Visit [www.nhs.uk/conditions/nhs-health-check](http://www.nhs.uk/conditions/nhs-health-check) for more information.

vaccination, you can book an appointment at your GP surgery or a pharmacy that offers it on the NHS. Some people may be eligible for both the flu and the COVID-19 booster vaccinations. It is safe to have them at the same time.

Visit [www.nhs.uk/conditions/vaccinations](http://www.nhs.uk/conditions/vaccinations)

### Vaccinations

It's important to keep up to date with all your vaccinations. If you're eligible for a free flu



## Search for care in your area

 CareChoices

[www.carechoices.co.uk](http://www.carechoices.co.uk)



With so many providers to choose from,  
where do you start?

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests



## Choosing the right treatment for your health and medical needs

<b>Self-care</b> Cough, cold, small cuts, sore throat	A large range of common illnesses and injuries can be treated at home. You can also get health advice by visiting <b>www.nhs.uk</b> or calling NHS <b>111</b> .
<b>Pharmacy</b> Aches and pains, rashes, teething, medicine issues	Pharmacists can advise and treat a wide range of symptoms.
<b>GP surgery</b> Vomiting, arthritis, asthma, low mood	GPs and nurses can see you for a wide range of general health issues. You will need to be registered with a GP surgery and make an appointment to visit a nurse or GP.
You can find information about your local pharmacy and GP surgery at <b>www.nhs.uk</b>	
<b>Minor injuries</b> Small fractures, minor burns, cuts, fever	<b>Wisbech</b> North Cambridgeshire Hospital PE13 3AB Opening times: Monday to Friday, 8.30am to 6.00pm.  <b>Ely</b> Princess of Wales Hospital, Lynn Road CB6 1DN Opening times: Monday to Sunday, 8.30am to 6.00pm.  <b>Doddington Community Hospital</b> Benwick Road, March PE15 0UG Opening times: Monday to Friday, 8.30am to 6.00pm; and Saturday to Sunday, 9.00am to 5.00pm.  <b>St Neots Walk-in Centre</b> 24 Moore's Walk PE19 1AG
<b>A&amp;E/999</b> Severe bleeding, loss of consciousness, severe chest pain, major trauma	A&E and <b>999</b> are for serious or life-threatening situations. If you are unsure if you should go to A&E, NHS <b>111</b> can provide expert advice and guidance for non-life-threatening injuries.

## NHS Cambridgeshire and Peterborough

In July 2022, the Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) was replaced by a new local Integrated Care System (ICS). The Cambridgeshire and Peterborough ICS brings together NHS organisations and other local

providers to promote, support, and improve the health and wellbeing of people living locally.

You can find out more about the work of the ICS at **www.cpics.org.uk**

## NHS App

A simple and secure way to access a range of NHS services on your smartphone or tablet. To use it you must be aged 13 and over and registered with a GP surgery in England. Use the NHS App to order repeat

prescriptions, book appointments, check your symptoms, view your medical record, and more.

Visit **www.nhs.uk** and search for 'NHS App'.

# Staying independent at home

Most people stay living in their own home as their ability and situation changes.

There are many things you can do to keep your

independence and remain living in your own home for as long as possible. This might mean changing the way you do something or trying something new.

## Staying steady on your feet

Falls are not an inevitable part of getting older – much can be done to keep you stronger for longer. Remaining active and doing simple strength and balance exercises at least twice a week is one of the most effective ways of keeping you strong and steady.

Visit **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** and search ‘preventing slips, trips, and falls’ to identify your risk factors for falling and to find out more about the

simple things you can do to help you stay steady, mobile, and independent.

### Tip

If you would like to speak to someone for advice on reducing your chances of falling, visit **[www.healthyyou.org.uk/services/falls-prevention](http://www.healthyyou.org.uk/services/falls-prevention)** or contact the **Healthy You Falls Prevention Health Trainer Service** on **0333 005 0093**.



## Equipment to keep you independent, safe, and well

Many people use equipment to help them remain independent, safe, and well in their homes. This could be a kettle tipper to help you to prepare hot drinks, a shower seat to help you wash, or light bulbs that automatically turn on when you get out of bed.

There is also equipment that keeps your home safe, by checking for smoke or maintaining the temperature. Advances in technology mean there is easier-to-use and inexpensive equipment available, so you can find the solution that best suits your circumstances.

Some everyday items and technology can help as well, such as reminder apps on smart phones, or

wide-handled cutlery. Most of this equipment is available through high street and online retailers, or your local pharmacy.

Visit **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** and search ‘equipment and technology for adults and older people’.

### Tip

Cambridgeshire Libraries offer free Ferrule replacement to walking-aid users. Library staff will help to check for signs of wear and tear. If the Ferrule is worn, staff members will help replacing it. Ask library staff for more information.



## Adaptations to your home

If you find that equipment is not offering as much support as you need, there are adaptations that you can make to your home. These can include stair lifts, grab rails or large ramps, changing a bath to a shower, or putting in a downstairs toilet. Many people find that by making these adaptations, their everyday activities are easier to do, they avoid having to move out of their own home, and can continue to live as independently as possible.

**Safe + Well Cambridgeshire** is run by NRS Healthcare and supported by Cambridgeshire County Council. It provides information, advice, and a range of equipment and devices that you can purchase to help with everyday tasks.

Visit **[www.safeandwell.co.uk/cambridgeshire](http://www.safeandwell.co.uk/cambridgeshire)** or call **01480 415719**.



→ **Age UK** has information on making changes and adaptations to your home. Visit **[www.ageuk.org.uk](http://www.ageuk.org.uk)** and search 'home adaptations'.

### Local Home Improvements Agencies

Assist you to organise building-related works to your home that will allow you to remain living independently and safely.

#### Care and Repair Services East Cambridgeshire

Email: **[careandrepairservices@eastcambs.gov.uk](mailto:careandrepairservices@eastcambs.gov.uk)**  
Web: **[www.eastcambs.gov.uk/care-and-repair](http://www.eastcambs.gov.uk/care-and-repair)**  
Tel: **01353 616950**

#### Care and Repair West Norfolk

Fenland.

Email: **[careandrepair@west-norfolk.gov.uk](mailto:careandrepair@west-norfolk.gov.uk)**

Web: **[www.careandrepair-wn.org](http://www.careandrepair-wn.org)**

Tel: **01553 616200**

#### Cambridgeshire Home Improvement Agency

Cambridge City, South Cambridgeshire, and Huntingdonshire.

Email: **[hia@cambshia.org](mailto:hia@cambshia.org)**

Web: **[www.cambshia.org](http://www.cambshia.org)**

Tel: **01954 713330**

## Technology Enabled Care and lifelines

The Technology Enabled Care Services (TECS) team at Cambridgeshire County Council can give advice and guidance on technology for your home that could make your life easier.

The Cambridgeshire Lifeline Service can give you increased independence and safety in your own home. It provides peace of mind that you can summon assistance at any time you might need it. This service is provided for a small fee. You can also opt to have a help button and positioning device when you are outside your home. If you have any queries, contact the Technology Enabled Care Services (TECS) team.

Email: **[TECS@cambridgeshire.gov.uk](mailto:TECS@cambridgeshire.gov.uk)**

Web: **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** (search 'Technology Enabled Care'). • Tel: **01480 378160**

### Other lifeline services in Cambridgeshire

#### Appello Personal Emergency Alarms

Huntingdonshire.

Email: **[monitoring@appello.co.uk](mailto:monitoring@appello.co.uk)**

Tel: **0333 321 6441**

#### Cross Keys Homes Lifeline Service

Peterborough, Fenland, and East Cambridgeshire.

Email: **[lifeline@crosskeyshomes.co.uk](mailto:lifeline@crosskeyshomes.co.uk)**

Tel: **01733 396439**

#### District Council Community Lifeline Service

South Cambridgeshire.

Email: **[lifelines@scambs.gov.uk](mailto:lifelines@scambs.gov.uk)**

Tel: **01954 713470**

## Looking after your home

Sometimes you might need some support to look after your home and garden to help you keep safe and healthy.

### Home fire safety checks

Cambridgeshire Fire and Rescue Service (CFRS) provides free safe and well visits, where firefighters or specially trained community safety officers can visit your home and provide help and guidance in a variety of areas, including fire safety, falls prevention, cluttering and hoarding, and staying well and warm at home.

For more information, visit **[www.cambsfire.gov.uk](http://www.cambsfire.gov.uk)** or telephone the **Cambridgeshire Fire and Rescue Service** on **0800 917 9994**.





## Clutter

High levels of clutter make it easier for fires to start and create a greater risk of fire spreading. Do you or someone you know have:

- Possessions filling up living areas.
- Strong urges to save things rather than discarding them.
- Difficulty avoiding buying new things.
- Cluttered rooms.

Visit [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk) and search 'clutter'. Alternatively, **Care Network's Community Navigators** can signpost you to helpful resources. Call **01954 211919**.

## Help with odd jobs or finding a reliable trader



Asking your friends or family for recommendations is a good way of finding a reliable trader. If this doesn't help you, Trading Standards' approved trader scheme, Buy with Confidence, can help.

All scheme members have been checked by Trading Standards and have demonstrated a commitment to high-quality service. Although Trading Standards checks each trader thoroughly before approving them, this does not give a price guarantee. You should still get three quotes to ensure you are being charged a reasonable price.

Visit [www.buywithconfidence.gov.uk](http://www.buywithconfidence.gov.uk) or call the **Citizens Advice Consumer Helpline** on **0808 223 1133**.

## Cambridgeshire Handyperson Service

Is a service run by Age UK Cambridgeshire and Peterborough to help with minor alterations, repairs, and DIY for people aged 65 and over and any adult with a disability. Charges may apply for some services.

Email: [chp@ageukcap.org.uk](mailto:chp@ageukcap.org.uk)  
Web: [www.ageuk.org.uk/cambridgeshireandpeterborough](http://www.ageuk.org.uk/cambridgeshireandpeterborough)  
Tel: **01480 700205**

## The Bobby Scheme

A registered charity supporting victims of crime who are older, vulnerable, or disabled and are either the victims of burglary, domestic abuse, or who are concerned about home and personal security. The charity gives expert advice on securing your home and staying safe. It can also help by installing high quality, effective devices around the home. Visit [www.thebobbyscheme.org](http://www.thebobbyscheme.org) or call **01480 413311**.

# Avoiding scams

The Cambridgeshire and Peterborough Against Scams Partnership (CAPASP) has some simple tips for dealing with unsolicited contact, to keep you safe from the financial and the emotional harm of scams.

## Tips



- Do not trust callers or visitors just because they sound official, send legitimate looking paperwork, or have an ID card. Criminals are very clever at faking communications to appear genuine. Don't be rushed by anyone asking you to send money or making you an offer that's too good to be true.
- Do not give money, personal, or banking details to anybody contacting you out of the blue. Always verify that someone contacting you

unexpectedly is who they say they are by contacting the organisation they claim to be from.

- Use a number you know to be correct – not one that the person has given you.
- Do not deal with traders on the doorstep.
- You can deter cold callers by displaying a 'Please leave and do not return' sign – these are available from the Cambridgeshire and Peterborough Against Scams Partnership. →

### → Reporting scams

#### Phone, email, and online scams

##### Action Fraud

Tel: **0300 123 2040**

Web: **www.actionfraud.police.uk**

#### Postal scams

##### Citizens Advice Consumer Helpline

Tel: **0808 223 1133**

Web: **www.citizensadvice.org.uk**

#### Rogue trading/doorstep crime

##### Cambridgeshire Constabulary

Tel: **999** (live incident/emergency).

Tel: **101** (after incident/non-emergency).

Web: **www.cambs.police.uk**

**Independent Age** has lots of useful tips on how to avoid being scammed. Visit **www.independentage.org** and search 'how to avoid a scam'.

The Cambridgeshire and Peterborough Against Scams Partnership (CAPASP) aims to protect residents and businesses in the area from scams and support victims. The partnership offers lots of free scam prevention resources such as posters, leaflets, and door stickers on its website.

Email: **against-scams@cambridgeshire.gov.uk**

Web: **www.cambridgeshire.gov.uk/against-scams**

## Support with the cost of living

### Keeping your house warm



The Government has announced a range of support in response to rising energy costs. All domestic energy customers in Great Britain will receive a £400 grant to help with the cost of their energy bills through the Energy Bill Support Scheme. This money will not need to be paid back and requires no action from the customer.

#### Warm Home Discount

A one-off payment to reduce eligible customers' bills over the winter months. This winter (2022-23), it's rising from £140 to £150. You get the payment automatically if your electricity supplier is part of the Warm Home Discount scheme and you or your partner receive the Guarantee Credit portion of Pension Credit. One of you must be named on your bill. Getting a Warm Home Discount doesn't affect your entitlement to a Winter Fuel Payment or Cold Weather Payment.

#### Winter Fuel Payment

An annual tax-free payment for households with someone born before 26 September 1956.

It's designed to help you cover your heating costs in winter. If eligible, you could get between £250 and £600 to help with your bills this winter. The exact amount depends on your age and whether other people in your household also qualify.

Eligibility for Winter Fuel Payment may be different if you live in a care home or nursing home.

Visit **<https://www.gov.uk/winter-fuel-payment/how-much-youll-get>** for more information on eligibility.

### Tell us what you think

**Share your feedback**

Take our five minute survey

What have you found useful?

What could we do better?

CareChoices [www.carechoices.co.uk/reader-survey](https://www.carechoices.co.uk/reader-survey)

## Cold Weather Payment

Extra money for people receiving certain benefits when there's very cold weather. You get £25 a week for each seven-day period of cold weather. This only applies between 1 November and 31 March each year. To be eligible, the average temperature in your area needs to have been 0°C or less for seven consecutive days. You will also need to be receiving certain benefits, such as:

- Pension Credit.
- Income Support.
- Income-based Jobseeker's Allowance.
- Income-related Employment and Support Allowance.
- Universal Credit.
- Support for Mortgage Interest.

## Bills, food, and transport

### Household Support Fund (HSF)

The HSF has been created to help people experiencing immediate financial hardship to pay for food and household energy bills. The HSF has been divided into five support routes.

Pensioners who are struggling financially are eligible for this support if:

- You were born on or before 30 September 1956.
- You live in Cambridgeshire.
- No one under the age of 19 (born after the 30 September 2003), lives with you.

**Age UK** is delivering this service.  
Call **01223 221929**.

### Trusted partners

You can also access support from the fund through a trusted partner. For a list of partners, visit **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** and search 'household support fund'.

**Cambridgeshire Holiday Voucher Scheme (CHVS)** provides supermarket vouchers for parents of children who meet certain criteria.

**Holiday Activities and Food (HAF)** programme gives parents access to free childcare (including meals and activities) over the Easter, summer and Christmas holidays, subject to availability and eligibility.

### Support with food and household energy

For people who earn less than £17,940 per year or are in receipt of certain benefits.  
Visit **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** and search 'household support fund'.

### Advice and support services

#### Cambridgeshire Home Energy Support Services

Provides advice and support to households in Fenland, Huntingdonshire, East Cambridgeshire and Cambridge City around heating and energy.

Email: **[warmhomes@pect.org.uk](mailto:warmhomes@pect.org.uk)**

Tel: **01733 568408**

#### Local Energy Advice Programme (LEAP)

Offers a free, in-home advice visit to households in Peterborough and South Cambridgeshire to help save you money and keep your home warm. LEAP can:

- Install free, simple energy-saving measures such as LED light bulbs and draught-proofing.
- Check if you're on the best energy tariff via its dedicated switching service.
- Arrange a free money advice consultation.
- Help you find funding for further energy-saving home improvements.

Visit **[www.applyforleap.org.uk](http://www.applyforleap.org.uk)**

#### Cambridgeshire Local Assistance Scheme (CLAS)

Provides information, advice, and practical support and assistance in times of exceptional pressure. Following an assessment, you may be eligible for a CLAS award, such as supermarket vouchers, energy vouchers, or recycled white goods and furniture.

Tel: **0344 848 7979** (Monday to Friday, 9.00am to 5.00pm).





### → Food banks

The Trussell Trust is a UK charity that supports a nationwide network of food banks. Visit [www.trusselltrust.org](http://www.trusselltrust.org) or call **0808 208 2138** (Monday to Friday, 9.00am to 5.00pm).

### Stay Well this Winter

Can provide you with a wealth of vital support.

This includes appropriate information and resources, access to supporting services, financial aid, and support to increase the energy efficiency of your home and reduce heating costs.

Visit [www.bewellcambridgeshire.co.uk](http://www.bewellcambridgeshire.co.uk) and search 'stay well'.

## Heatwaves

Extreme heat can be dangerous, particularly for older people and those with chronic health conditions. To stay safe in the heat:

- Close curtains and windows during the day and open them at night.
- Drink plenty of fluids and avoid excess alcohol.
- Never leave anyone in a closed, parked vehicle.
- Try to keep out of the sun between 11.00am and 3.00pm.
- If you must go outside in the heat, walk in the shade, apply sunscreen, cover up with clothing, and wear a wide-brimmed hat.
- Avoid physical exertion during the hottest parts of the day.

**British Red Cross** has further information. Visit [www.redcross.org.uk](http://www.redcross.org.uk) and search 'heatwaves advice'.

### Symptoms of heatstroke

- Feeling faint and dizzy.
- Difficulty breathing.
- Vomiting.
- Confusion.

### If you or someone in your care is displaying these symptoms

- Take action to cool down as soon as possible.
- Call NHS **111** for advice. Call **999** if a person has collapsed.

#### Tip

Many prescription medicines can reduce your tolerance of heat. You should keep taking your medicine but take extra care to keep cool. If in doubt, contact your GP.



## Home support

You might need support to stay living independently at home. This could be help from family, friends, neighbours, or others. You may need help with tasks such as washing, shopping, or cleaning.

### Domestic tasks

Age UK Cambridgeshire and Peterborough provides help with domestic tasks such as cleaning, laundry, and ironing. Visit [www.ageuk.org.uk/cambridgeshireandpeterborough](http://www.ageuk.org.uk/cambridgeshireandpeterborough) and search 'home support service' or call **0300 666 9860**.

### Meals, shopping, and food preparation

If you, or someone you care for, is having difficulty shopping or preparing and cooking meals, there are various options you could choose to help make mealtimes easier. Consider asking a friend or family member for help or use supermarkets online or telephone order and home delivery services.

Community Navigators can also help you find support if you don't have anyone that can help you. For more information, see page 10.

### Frozen meals delivery services in Cambridgeshire

You can order food with Wiltshire Farm Foods as often or as little as needed, there's no contract. Meals can be ordered online, on the app, or over the phone. To request a brochure, or place an order, visit **[www.wiltshirefarmfoods.com](http://www.wiltshirefarmfoods.com)** or call **0800 077 3100**.

Oakhouse Foods offers a wide range of frozen ready meals and desserts, catering for different dietary needs and preferences. Meals are delivered to your home and the team can pack them away for you. To request a brochure, or place an order, visit

**[www.oakhousefoods.co.uk](http://www.oakhousefoods.co.uk)** or call **0333 370 6700**.

### Hot meals delivery service in Cambridgeshire

CAMMS Meals on Wheels delivers hot meals to people in Cambridgeshire and the surrounding villages, including St Neots, St Ives, Ely, Littleport, Chatteris, and March. There is no eligibility criteria for having meals delivered. Visit **[www.cammsmealsonwheels.org](http://www.cammsmealsonwheels.org)** or call **01223 314288**.

For more information, visit

**[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** and search for 'help with meals'.

## Specific support for people with a sensory impairment

There is a range of organisations that support people with sensory impairments to remain living safe and well at home. For more information, visit **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** and search 'support for sight and hearing loss, and disabilities'. You can also email **[careinfo@cambridgeshire.gov.uk](mailto:careinfo@cambridgeshire.gov.uk)** or call **0345 045 5202**. Other helpful organisations are listed as follows.

#### Cam Sight

Email: **[info@camsight.org.uk](mailto:info@camsight.org.uk)**

Web: **[www.camsight.org.uk](http://www.camsight.org.uk)**

Tel: **01223 420033** (Cambridge).

Tel: **01945 660795** (Wisbech).

#### Cambridgeshire Deaf Association

Email: **[office@cambsdeaf.org](mailto:office@cambsdeaf.org)**

Web: **[www.cambsdeaf.org](http://www.cambsdeaf.org)** • Tel: **01223 246237**

#### CDA Hearing Help

Email:

**[enquiries@cambridgeshirehearinghelp.org.uk](mailto:enquiries@cambridgeshirehearinghelp.org.uk)**

Web: **[www.cambridgeshirehearinghelp.org.uk](http://www.cambridgeshirehearinghelp.org.uk)**

Tel: **01223 416141**

#### Deafblind UK

Email: **[info@deafblind.org.uk](mailto:info@deafblind.org.uk)**

Web: **[www.deafblind.org.uk](http://www.deafblind.org.uk)**

Tel: **0800 132 320** • Textphone: **07903 572885**

#### Disability Cambridgeshire

Email: **[admin@disability-cambridgeshire.org.uk](mailto:admin@disability-cambridgeshire.org.uk)**

Web: **[www.disability-cambridgeshire.org.uk](http://www.disability-cambridgeshire.org.uk)**

Tel: **01223 755610**

#### Disability Huntingdonshire

Email: **[info@dish.org.uk](mailto:info@dish.org.uk)**

Web: **[www.dish.org.uk](http://www.dish.org.uk)**

Tel: **0330 355 3256**

#### Fenvision

– **Fenland (Isle of Ely) Society for the Blind**

Email: **[fenlansocf.t.blind@gmail.com](mailto:fenlansocf.t.blind@gmail.com)**

Web: **[www.isleofelysociety.co.uk](http://www.isleofelysociety.co.uk)**

Tel: **01354 656726**

#### Huntingdonshire Society for the Blind

Email: **[info@huntsblind.co.uk](mailto:info@huntsblind.co.uk)**

Web: **[www.huntsblind.co.uk](http://www.huntsblind.co.uk)**

Tel: **01480 453438**

#### Papworth Trust

Email: **[info@papworthtrust.org.uk](mailto:info@papworthtrust.org.uk)**

Web: **[www.papworthtrust.org.uk](http://www.papworthtrust.org.uk)**

Tel: **01480 357200**



Person-centred support for people with a learning disability, at home and in the community



Rated outstanding at our last CQC inspection (Jan 2020)

**[www.theraeastanglia.co.uk](http://www.theraeastanglia.co.uk)**

## Specific support for people with disabilities

The Physical Disability Team supports people aged 18-75 who are living with a physical disability and disabled parents. The team also offers carers' assessments to identify any help they might need, and if you are eligible for support, can provide you with a Personal Budget. The Learning Disability Partnership helps people who have a learning disability diagnosis by providing health and social care support.

Call **Cambridgeshire Adult Services** on **0345 045 5202** or visit **[https://cambridgeshire-self.achieveservice.com/service/Adult\\_Services\\_contact\\_form](https://cambridgeshire-self.achieveservice.com/service/Adult_Services_contact_form)**

For support for people aged 0-25 years with additional needs, visit **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** and search 'local offer'.

## Specific support for people with autism

There are lots of resources and support available in Cambridgeshire to enable people with autism to live a fulfilled life.

Cambridgeshire all age autism strategy supports the aim for Cambridgeshire to be an autism-friendly place where children and adults with autism can live full, healthy and, rewarding lives.

Visit **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** and search for 'autism'.

**The National Autistic Society** provides information and advice to support individuals of all ages with autism, and their families and carers. Visit **[www.nascambridge.org.uk](http://www.nascambridge.org.uk)**

### Autism Alert Card

For £5, Autism Anglia offers a credit card-sized Autism Alert Card as a way of boosting confidence and giving peace of mind if you are autistic and encounter an emergency. Visit **[www.autism-anglia.org.uk](http://www.autism-anglia.org.uk)**

## Specific support for people with dementia

Your GP is your first point of contact for dementia concerns. Your GP will discuss these with you and consider whether they can provide the help and treatment you need. Several community services are available to help people with dementia stay living in their own homes for as long as possible. For example, there are services providing breaks for carers on page 12; and there is advice on equipment and adaptations on page 19.

### Alzheimer's Society

A website hosting lots of information and support for people with dementia and their families, including a directory of local services and support groups.

Web: **[www.alzheimers.org.uk](http://www.alzheimers.org.uk)**  
Dementia Connect Support Line: **0333 150 3456**

#### Cambridgeshire Local Office

Email: **[cambridgeshire@alzheimers.org.uk](mailto:cambridgeshire@alzheimers.org.uk)**  
Tel: **0333 150 3456**

#### Peterborough Dementia Resource Centre

Email: **[peterborough@alzheimers.org.uk](mailto:peterborough@alzheimers.org.uk)**  
Tel: **01733 865710**

### Dementia Talking Point

An online support community for people with dementia, carers, family, and friends to discuss all aspects of dementia. It's a safe place to ask questions, share experiences, and receive advice and support. Visit **<https://forum.alzheimers.org.uk>** for more information.

### Dementia Connect

Alzheimer's Society has a new project to keep people from going into hospital unnecessarily, support hospital discharge, and to help ease the pressure on the NHS. The new project offers intensive dementia support to carers over a four-week period. The project also prepares carers/families for the person with dementia returning home from hospital, it can help you to understand dementia, and it can put in place strategies for changes you may face.

#### Dementia Connect

Email: **[cambridgeshiredementia@alzheimers.org.uk](mailto:cambridgeshiredementia@alzheimers.org.uk)**  
Web: **[www.alzheimers.org.uk/dementiaconnect](http://www.alzheimers.org.uk/dementiaconnect)**  
Tel: **01223 620962** or **0333 150 3456** (Dementia Connect support line).





# Keeping the life they love, while getting the care they need

People across Cambridgeshire are choosing to stay in the comfort of their own homes with Elder live-in care. We work with both families and local authorities to find a skilled and vetted carer who can move in, and help transform later life.

- Provides personalised, one-to-one care
- Supports a range of needs from personal care to housekeeping
- Protects a person's way of life
- Provides a better continuity of care
- Can support recovery and health outcomes
- Helps older couples to stay together
- Affordable alternative to the care home
- Care can be arranged quickly
- Every carer is DBS checked, assessed, and referenced

## At Elder we offer:

- Companionship
- On-going or short-term care
- Respite care
- Palliative care
- Dementia care

“Elder provides choice and matches carers to the specific needs of my patients and their families. The service is always responsive and in some cases the request for a carer has been arranged within 48 hours - I couldn't recommend Elder more highly.”

Dr Mashkur Khan, Consultant Geriatrician

Find out if live-in care is right for your situation - speak to a Senior Care Advisor today on  
0330 134 2879 | [partnerships@elder.org](mailto:partnerships@elder.org) | [elder.org](https://elder.org)

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✓ Regulated by the CQC and CIW

✓ Free care assessments

✓ Providing care for over 30 years

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## Contact your local branch today!

**Cambridge**  
**01223 080 776**

for more details visit  
**[helpinghands.co.uk](https://helpinghands.co.uk)**



Agency 1 .....

Agency 2 .....

Agency 3 .....

Fees per week	Quality rating*
£	
£	
£	

We suggest that you have paper with you when speaking with home care agencies so you can make notes. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

## About the agency

- How long has the agency been operating? ☐ ☐ ☐
- How long are staff allocated per visit? ☐ ☐ ☐
- Can you contact the agency in an emergency or outside office hours? ☐ ☐ ☐
- Does the agency have experience with your specific needs? ☐ ☐ ☐

## Staff

- Are you likely to be visited by different staff each day? ☐ ☐ ☐
- Are all staff checked with the Disclosure and Barring Service? ☐ ☐ ☐
- Will you be notified in advance if your care worker is on holiday or sick? ☐ ☐ ☐
- Are staff matched to you specifically, based on your needs and preferences? ☐ ☐ ☐
- Can you meet your care worker(s) before they start? ☐ ☐ ☐
- Does the agency have both male and female staff? ☐ ☐ ☐

## Accommodating your needs

- Can the agency accommodate your needs if they increase? Ask about the process for this. ☐ ☐ ☐
- Does the agency have a training scheme in place? ☐ ☐ ☐
- Are all staff trained to a certain level? ☐ ☐ ☐
- Are staff able to help with administering medication if required? ☐ ☐ ☐
- Is there a way for staff to communicate with each other about the support they provide when they visit you? How? ☐ ☐ ☐

## Regulation

- Will your support plan be reviewed at regular intervals? ☐ ☐ ☐
- Can you see the agency's contract terms? ☐ ☐ ☐
- Can you lodge a complaint easily? ☐ ☐ ☐
- Are complaints dealt with quickly? ☐ ☐ ☐
- Can you see a copy of the agency's CQC registration certificate and quality rating? ☐ ☐ ☐

## Notes

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\*See page 54.



# Avail We Do Care.



Making a real difference with 24/7 care services you can rely on and trust. Our friendly and well-trained staff provide safe, quality care and support.

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01223 308 815

[cambridge@availl.co.uk](mailto:cambridge@availl.co.uk)

[www.availl.co.uk](http://www.availl.co.uk)

01480 587 758

[huntingdon@availl.co.uk](mailto:huntingdon@availl.co.uk)

[www.availl.co.uk](http://www.availl.co.uk)

## Home care providers

Advertisers are highlighted

At the time of publication, all home care agencies listed here were registered by the regulatory body the Care Quality Commission (CQC).

### 1st Recruitment Group

St. Neots

Tel: 0203 633 0745

OP D PD LDA MH SI YA

### A Class Care Ltd

Cambridge

Tel: 01223 864066

OP D MH YA

### A Quality Care Service Ltd

Cambridge

Tel: 01223 830257

Advert page 32

OP D PD MH YA

### Adu's Care

St. Neots

Tel: 01480 716362

OP D PD LDA MH YA

### Affinity Trust Domiciliary Care Agency East

Cambridge

Tel: 01354 696009

PD LDA MH

### Alina Homecare – Cambridge

St. Neots

Tel: 01223 94922

OP D PD LDA YA

### Alpha Health & Social Care Services Cambridgeshire

Huntingdon

Tel: 0333 577 4565

OP D PD LDA MH SI YA AD

### Anglian Care and Domestic Support Services Ltd

March

Tel: 01354 705012

Advert page 32

OP D PD SI YA

### Aspire Plus Ltd

Cambridge

Tel: 07948 509942

OP D PD YA

### Avall (Cambridge)

Cambridge

Tel: 01223 308 815

Advert page 30

OP D PD LDA MH SI YA AD

### Avall (Huntingdon)

Huntingdon

Tel: 01480 587 758

Advert page 30

OP D PD LDA MH SI YA AD

### Beaumont Healthcare Ltd

Eaton Socon

Tel: 01480 218300

OP D PD LDA MH SI YA

### Beech Court

Ely

Tel: 01353 861109

OP D PD MH SI YA

### Better Home Care

Cambridge

Tel: 01223 262669

OP D PD LDA MH SI YA

### Bircham House

Cambridge

Tel: 01223 324922

OP D PD MH SI YA

### Bloomsbury Home Care – Cambridgeshire

St. Ives

Tel: 01223 625031

OP D PD MH SI YA AD

### Bluebird Care

(Cambridge and South Cambs)

Ely

Tel: 01353 883333

Advert inside back cover

OP D PD LDA MH SI YA

### Bluebird Care (Huntingdonshire)

Huntingdon

Tel: 01480 414888

OP D PD LDA MH SI YA

### Bluebird Care (Newmarket and Fenland)

Ely

Tel: 01638 718855

Advert inside back cover

OP D PD MH SI YA

### Bridging Gaps Services

Huntingdon

Tel: 07595 972817

D PD LDA MH SI

### BZ For Care Ltd

Cambridge

Tel: 07877 139753

PD LDA MH SI YA

### Caerus Care Ltd

Wisbech

Tel: 01945 464733

LDA MH SI YA

### Cambridge Care Services

Cambridge

Tel: 07917 611425

OP D PD LDA MH SI YA

### Cambridgeshire and Peterborough Domiciliary Care Agency

Cambridge

Tel: 0808 808 1111

LDA

### Cambridgeshire County Council Reablement Service North (March Team)

March

Tel: 01223 699858

OP D PD LDA YA

#### Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

#### User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs



## A 24 hour live-in Care Service as an alternative to residential care

At Able Care we believe that people are happiest in the familiar surroundings of their own home. We can support you in maintaining your independence by providing a valuable alternative to residential care, whilst easing the reliance upon family, friends and neighbours.

### Able Care can provide:

- ✓ Carers that you prefer returning to you on a weekly or fortnightly basis
- ✓ Carers that can assist with personal care
- ✓ Carers to help you with your household needs
- ✓ Carers that can provide support from companionship through to palliative care

Call Able Care on 01603 624135 or 0800 0487222

e: [enquiries@ablecareagency.co.uk](mailto:enquiries@ablecareagency.co.uk) w: [www.ablecareagency.co.uk](http://www.ablecareagency.co.uk)

Sackville Place, 44/48 Magdalen Street, Norwich NR3 1JU

## Anglian Care & Domestic Support Services Limited

1 Darthill Road, March, Cambridgeshire PE15 8HP

**01354 705012**

Email: [acdssltd@gmail.com](mailto:acdssltd@gmail.com)

**We have been a Helping Hand in the Local Community to 100s of Vulnerable Adults since 1997.**

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- Or just simply take the time to chat and reminisce.*

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5 Woburn Place, Duxford, Cambridge CB22 4QJ

Reg: 11705965



## Cambridgeshire County Council Reablement Services North (Huntingdon Team)

Huntingdon  
Tel: 01480 416088

OP PD

## Cambridgeshire County Council Reablement Service South (City Team)

Cambridge  
Tel: 01223 703237

OP PD

## Cambridgeshire County Council Reablement Service South (Ely)

Ely  
Tel: 01353 652172

OP PD

## Cambridgeshire Reablement Service North (Cambourne Team)

Great Cambourne  
Tel: 01954 284669

OP D PD LDA YA

## Care Consult ID

Newmarket  
Tel: 07956 679 569

LDA MH YA

## Caremark Cambridge and South Cambridgeshire

Cambridge  
Tel: 01223 778818

OP D PD LDA MH SI YA

## CareRooms Head Office

Cambridge  
Tel: 0333 121 2227

OP PD SI YA

## Caretech Community Service Ltd (East Anglia)

Wisbech  
Tel: 07585 300312

OP PD LDA MH SI YA AD

## Careuk247 Home Care Cambridgeshire

Cambridge  
Tel: 01480 504247

OP D PD SI YA

## Caring Together

St. Ives  
Tel: 0345 241 0954

**Advert below**  
OP D PD LDA SI YA

## Christine Marie Care

Cambridge  
Tel: 01223 751362

OP D PD SI YA

## CHS Homecare (Domiciliary Care Agency)

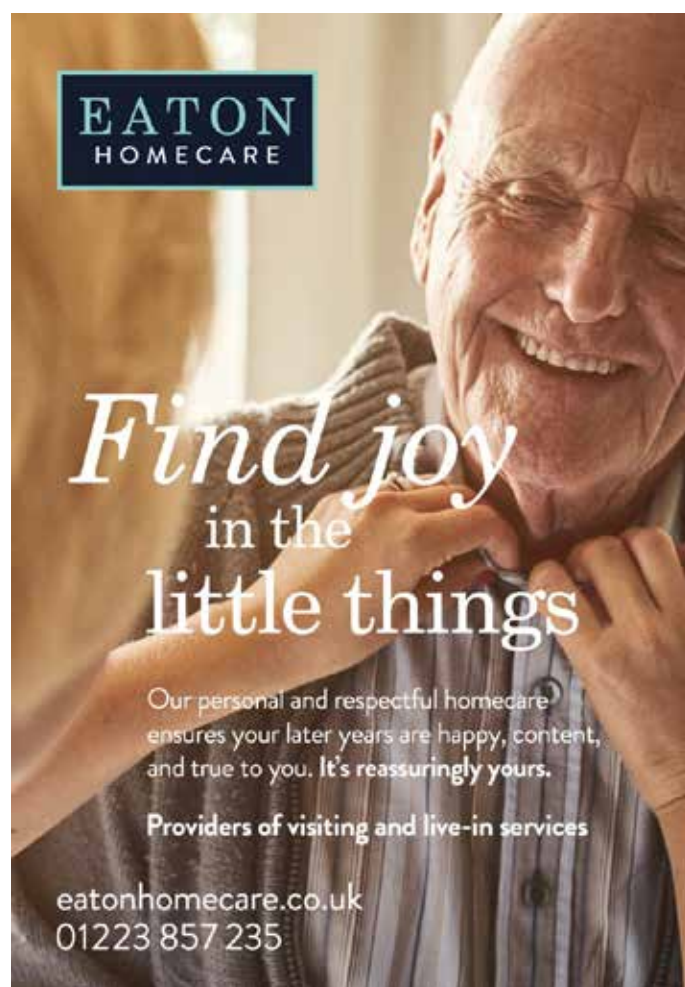
Melbourn  
Tel: 01763 260564

OP

## City Care Services

Cambridge  
Tel: 01223 842100

OP D PD MH SI YA



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**We provide homecare so that carers have choices**

Our dedicated staff provide personalised care for people of all ages and with a range of conditions. We arrange and deliver support in the home and community to best meet your needs and wishes.

We also provide information, advice and guidance to help carers in their caring role.

**Contact us to find out how we can help you**

0345 241 0954  
hello@caringtogether.org  
caringtogether.org

f t



## Community Support Service

Huntingdon

Tel: 01480 379800

PD LDA SI

## Compassionate Heart

Cambridge

Tel: 01223 210477

OP D PD LDA MH SI YA

## Conquest Lodge

March

Tel: 01354 659708

OP PD LDA MH YA

## CorderCare Office

Wisbech

Tel: 07813 582571

OP D PD LDA MH SI YA AD

## Destiny Intergrated Care Cambridge Branch

Cambridge

Tel: 07450 356361

OP D PD LDA MH SI YA

## DJSupport

Cambridge

Tel: 01223 882540

OP

## Dream Elite Care

Whittlesey

Tel: 01733 686850

OP D PD YA

## Eaton Home Care Ltd

Cambridge

Tel: 01223 857 235

Advert pages 33 & 35

OP D PD LDA MH SI YA

## Edina Court

Wisbech

Tel: 01945 463419

OP D PD LDA MH SI

## Edmund House

Waterbeach

Tel: 01223 883130

LDA

## ELMS Health Solutions

Cambourne

Tel: 01223 751700

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## Ely Diocesan Association for Deaf People (Cambridgeshire Deaf Association)

Huntingdon

Tel: 01223 246237

OP SI YA

There's nothing like the  
comfort of your own home.



### We can provide:

- Elderly support
- Companionship
- Emergency care
- 24-hour care
- Live-in care
- Respite care
- Mental health support
- Physical disability support
- Sensory impairment support
- Learning disability support
- Brain & spinal injury care

Our experience means that we understand everyone's care needs are different. Finding the right type of care begins with identifying what's important to you.

Whether you require weekly, daily or Live-in care, we can build a unique plan to suit your every need. Care at home offers a practical and affordable alternative to moving into a residential setting, helping you to keep your independence.

We will work closely with you to handpick your Dedicated Care Professionals, so you can genuinely connect with your team. Our skilled team will make sure you're able to continue doing all things you love such as staying active, socialising or cooking.

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Care at home

Prefer to continue living in your own home,  
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without regular support?



Whether you are looking for regular daily support,  
or just occasional help when your family cannot  
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Our kind and friendly carers will give you the care and  
support you need – and brighten your day with their  
warm and cheerful company.

With **Chesterford Homecare** you can choose between:

### DAILY VISITING CARE

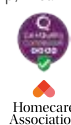
Our individually-tailored care packages  
are designed for adults of any age  
who are looking for regular support  
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a wide range of needs, including:

- Assistance with personal care
- Administration of medication
- Shopping & meal preparation
- Cleaning & ironing
- Transport to medical & other appointments
- Companionship & sitting service
- Assistance with pets



### 24-HR LIVE-IN CARE

We offer each of our clients a unique and  
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independence and continue  
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**Service** OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism  
**User Bands** MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

**Empathy Care Services**

Huntingdon

Tel: 07704 097433

OP D PD SI YA

**Faith Care Line Services Ltd**

Huntingdon

Tel: 0800 774 7042

OP D PD LDA YA

**Fen Homecare**

Ely

Tel: 01353 968165

D PD LDA MH SI YA

**Fens Healthcare and Recruitment**

Chatteris

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OP D YA

**First Assure Care Ltd**

Cambridge

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OP YA

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Huntingdon

Tel: 01487 773547

PD LDA SI AD

**Four Oaks Healthcare Ltd**

Huntingdon

Tel: 0333 772 0156

OP D PD LDA MH SI YA

**Frontal Care Ltd**

Huntingdon

Tel: 01480 509200

Advert page 36

OP D PD SI YA

**Fuschia Homecare Cambridge**

Cambridge

Tel: 01954 252486

OP PD LDA MH SI YA AD

**Future Care Solutions**

Cambridge

Tel: 01223 882681

OP D PD LDA MH SI YA

**Gella Care Services Ltd**

St. Neots

Tel: 07387 754169

OP PD LDA MH YA

**Gifted Quality Care**

Cambridge

Tel: 01223 597921

OP D PD YA

**Girassol Community Care  
(Huntingdonshire)**

Huntingdon

Tel: 01487 812098

OP D PD YA



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HOMECARE

*Smiles*  
are the beauty  
of the soul

Your later years should be filled by all the special moments, memories, and interests that make it reassuringly yours. Our homecare is, too.

Providers of visiting and live-in services

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01223 857 235





# Home

There's no place like it



Being able to live at home can be one of the most important comforts in an older person's life, and because family and friends can't always be there Home Instead are here to help.



From an hour a day, to full time care, our service is available seven days a week to provide:

- Companionship
- Light Housekeeping
- Local Transportation and Errands
- Meal Preparation
- Personal Care
- Shopping
- Specialist Dementia and Alzheimer's Care

Home Instead areas covered:

Chatteris, Ely, Huntingdon, Sawtry, St Neots Sandy, Biggleswade and surrounding villages

Call us on **01480 454293**

[www.homeinstead.co.uk/Huntingdon](http://www.homeinstead.co.uk/Huntingdon)

[admin.huntingdon@homeinstead.co.uk](mailto:admin.huntingdon@homeinstead.co.uk)



## Providing Compassionate Care to the Community

We are a specialist Domiciliary Care provider, providing Home Care, Dementia care, Hospital discharge Care, Complex care, Specialist Care, Care of the elderly, Live-In care, 24hr care, Respite Care, Parkinson's Care and End of life care to clients while in their own homes, a place they are familiar with. We have highly trained Carers to help and support you with all your care needs. Our Services have been awarded a 'GOOD' Rating with the CQC commissioning Board.

Covering Huntingdon, St Neots, St Ives, Somersham, Ramsey, Warboys and surrounding areas.

**Call us and we would be happy to provide our services**

T: **01480 509 200 / 07845202057**

E: [Info@frontalcare.co.uk](mailto:Info@frontalcare.co.uk) [www.frontalcare.co.uk](http://www.frontalcare.co.uk)



## YOLANDA COMPANY LIMITED

YOLANDA CARE



Domiciliary and live in care

Unit 1 Ground Floor, Ash House Breckenwood Road,  
Fulbourn, Cambridge, CB21 5DQ

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E-mail: [yolandacompany.care@gmail.com](mailto:yolandacompany.care@gmail.com)

CQC location ID: **1-11731865053**



## Greenwood homecare

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Greenwood Homecare provides quality care in Cambridge and the surrounding areas

✓ **FREE ASSESSMENT**

📍 **DAY, LIVE-IN OR NIGHT CARE AVAILABLE**



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Visit: [Greenwoodhomecare.co.uk](http://Greenwoodhomecare.co.uk)

Email: [cambridge@greenwoodhomecare.co.uk](mailto:cambridge@greenwoodhomecare.co.uk)

Call: **01223 850938**

**Greenwood Homecare Cambridge**

Cambridge

Tel: 01223 850938

Advert page 36

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**Guyatt House Care**

Chatteris

Tel: 01353 771773

LDA YA

**Health and Social Care Services Ltd**

St. Neots

Tel: 01480 225020

OP D PD SI YA

**Hearts At Home Homecare Ltd**

Huntingdon

Tel: 01733 844096

OP D PD MH SI YA

**Helping Hands Cambridge**

Cambridge

Tel: 01223 080 547

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**Highworth Care Ltd**

Cambridge

Tel: 07932 333360

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**Hills Independent Homecare Service**

St. Neots

Tel: 01480 353227

OP

**Holistic Healthcare Cambridge**

Cambridge

Tel: 07838 702816

OP PD YA

**Home Instead Huntingdon**

Huntingdon

Tel: 01480 454293

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**Hunts Mencap Hub**

Huntingdon

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OP LDA YA

**Jasmine House – Ely**

Ely

Tel: 01353 662261

OP D LDA YA

**Join Homecare Ltd**

Cambridge

Tel: 01223 603646

OP D PD YA

**Lilyrose Care Group Ltd – Cambridge**

Huntingdon

Tel: 07760 302903

OP D PD SI YA

**Love Life Care**

Ely

Tel: 01353 669222

OP D PD SI

**Lucmont Ltd T/A Home Instead Senior Care**

St. Ives

Tel: 01480 495834

OP D PD LDA MH SI YA AD

**Mears Care – St Neots**

St. Neots

Tel: 01480 478700

OP D PD LDA MH SI YA AD

**Mencap – March Domiciliary Care Agency**

March

Tel: 01354 656022

OP D LDA MH YA

**Mercylink Care Cambridgeshire**

Cambridge

Tel: 07365 273990

OP D PD LDA MH SI YA

**MiHomecare Cambridge**

Ely

Tel: 0333 121 6301

OP D PD LDA MH SI YA

**Multi-Care Community Services Ltd**

Huntingdon

Tel: 01480 466387

OP D PD MH SI YA

**Nobilis Wisbech**

Wisbech

Tel: 01945 474700

OP D PD LDA MH SI YA AD

**Nurseplus Care at Home**

Cambridge

Tel: 01223 636893

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**Oasis Care Solutions Ltd**

Cambridge

Tel: 07456 925900

OP D PD YA

**Oath Healthcare**

Cambridge

Tel: 01223 755887 Advert page 38

OP D PD SI YA

**Olive Healthcare Solutions Ltd – Cambridgeshire**

Peterborough

Tel: 0116 296 2987

OP D

**Omanes Care Ltd**

Cambridge

Tel: 01223 678626

OP D PD MH SI YA

**Paxigate Healthcare Ltd**

St. Neots

Tel: 01480 731211

OP D PD YA

**Priory Supported Living East England**

Chatteris

Tel: 01354 691611

PD LDA MH YA

**Procure Quality Services Pvt Ltd**

Ely

Tel: 07948 480440

LDA MH YA



# Lav Care Services



**Lav Care Services** is committed to **transparency** and **quality**. This allows us to ensure that we provide the best possible experience for those we care for and their families or representatives.

Lav Care aims and objectives are embedded in a **holistic** and **person centred** care approach which form the core of the services we provide. Our trained and DBS checked staff are committed to meeting our aims and objectives.



## Our Services

- LIVE-IN CARE
- SHORT BREAKS
- SUPPORTED LIVING
- DOMICILIARY CARE
- COMPLEX CARE



📍 7 Heath Court, Beck Row,  
Bury St Edmunds, IP28 8FF  
E: [admin@lavcareservice.co.uk](mailto:admin@lavcareservice.co.uk)

☎ 01223 398500



*Homecare, in the comfort of your own home*  
it's your time to relax, have a chat and enjoy

At Oath Healthcare, we provide home care services allowing our clients to maintain their lifestyle in the comfort and familiarity of their homes. Our professionally recruited and highly trained care workers, ensure you or your loved one is healthy and safe, by providing care and support with many different types of care including personal care, complex care and even Live in Care, all ranging from a few hours per day to 24-hours a day.

*At Oath Healthcare, we provide a Bespoke home care package that would suit your life style. As you are at the forefront of our services, we can assist you with:*

- 24 hour live-in care support
- Personal care
- Companionship
- Domestic task
- Meal preparation
- Assistance with medication
- Hospital to home reablement service or home adaptations
- Visit to GP
- Local activities, shopping
- Dementia care
- Complex care

For further information, please contact us on:

**01223 755887**

**[hilton@oathhealthcare.co.uk](mailto:hilton@oathhealthcare.co.uk) • [bookings@oathhealthcare.co.uk](mailto:bookings@oathhealthcare.co.uk)**

**[www.oathhealthcare.co.uk](http://www.oathhealthcare.co.uk)**



**Quality Home Care Anglia Ltd**

Ely

Tel: 01353 865348 **OP D PD LDA MH SI YA****Quality Living Plus Services Ltd**

Cambridge

Tel: 01440 269003 **OP D PD YA****Radis Community Care (Huntingdon)**

Huntingdon

Tel: 01480 433880 **OP D PD LDA MH SI YA AD****Radis Community Care (Ness Court ECH)**

Cambridge

Tel: 01638 745594 **OP D YA****Radis Community Care (Somers Court)**

Wisbech

Tel: 01945 429809 **OP D PD LDA MH YA****Rainbow Outreach and Healthcare Solutions Ltd****Cambridgeshire**

Huntingdon

Tel: 01480 595 288 **Advert page 40**  
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Tel: 07966 056929 **OP D PD SI YA****Ray Care Services**

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Tel: 01223 873231 **OP D****Reed Specialist Recruitment Ltd – Cambridge**

Cambridge

Tel: 01223 316554 **OP D PD LDA MH SI YA AD****Regional Care Cambridge**

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Tel: 07715 309773 **OP D PD MH YA****Reliance Care Services Cambridge**

Cambridge

Tel: 01223 660675 **OP D PD SI YA****Rest Assured Homecare (UK) Ltd**

Wisbech

Tel: 01945 669779 **OP D PD MH YA****Shield Care Ltd**

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Tel: 01284 701944 **OP D PD MH SI YA****Triple Home Care Ltd**

Huntingdon

Tel: 01480 432496 **OP D PD LDA MH SI YA AD****Trust Homecare Solution Ltd**

Great Cambourne

Tel: 01223 618280 **Advert page 41**  
**OP D PD YA****Unified Home Care Ltd**

Cambridge

Tel: 0333 577 4843 **OP D PD YA****Visiting Angels**

Huntingdon

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**OP D PD LDA SI YA****Voyage (DCA) Cambridge City**

Ely

Tel: 01638 721723 **PD LDA YA****Westminster Homecare (Cambridge)**

Cambridge

Tel: 01954 263076 **OP D PD LDA MH YA AD****Westminster Homecare Ltd****(Independent Living Network)**

Ely

Tel: 01353 667646 **OP D PD LDA MH SI YA****Willowbank**

Chesterton

Tel: 01223 836069 **OP D PD MH SI YA****Woodlands Court**

Cambridge

Tel: 01223 321115 **PD LDA MH SI**

<b>Service</b>	<b>OP</b> Older people (65+)	<b>D</b> Dementia	<b>PD</b> Physical disability	<b>LDA</b> Learning disability, autism
<b>User Bands</b>	<b>MH</b> Mental health	<b>SI</b> Sensory impairment	<b>YA</b> Younger adults	<b>AD</b> People who misuse alcohol or drugs



**RAINBOW OUTREACH**  
—AND HEALTHCARE—

# Trusted Healthcare Services



Our mission is to provide individualised, cost-effective, efficient home healthcare services to vulnerable service users in the comfort of their own homes.

## What We Do

We are a healthcare service primarily focused on providing at home care for individuals who require additional care, from a couple of hours per week to 24 hour care 7 days per week. Whether you require post-hospital care for a couple of days or long term care for advancing Parkinson's or Dementia, our specially trained staff are here to help with all care needs, every step of the way.

We are committed to making a positive difference in the lives of our senior clients and their families. Our client care managers are experts in the senior care industry and are available 24/7 to assist you with finding the right care options for you or your loved one. Contact us today to enquire about getting yourself or your loved one care assistance with Rainbow Outreach and Healthcare.



### Commitment to users

We are committed to providing excellent, person centred services to our service users.



### Respect for the individual

We are committed to treat our service users with the utmost respect and care. All our staff are trained to do this.



### Not just workers but carers

We consider ourselves first of all as carers with a heart to serve our clients.

Contact us today to enquire about getting yourself or your loved one care assistance with Rainbow Outreach and Healthcare.

Tel: **07476 217 941 • 01480 595 288**

Email: **[info@rainbowoutreachandhealthcare.co.uk](mailto:info@rainbowoutreachandhealthcare.co.uk)**

**[www.rainbowoutreachandhealthcare.co.uk](http://www.rainbowoutreachandhealthcare.co.uk)**

### Yew Tree Cottage

Cambridge

Tel: 01223 290600

OP LDA YA

### Yolanda Company Ltd

Cambridge

Tel: 07743 369348 **Advert page 36**

OP D

### Your Life (Ely)

Ely

Tel: 01353 772707

OP D PD SI

## Search for care in your area

[www.carechoices.co.uk](http://www.carechoices.co.uk)



- Find care providers quickly and easily
- Search by location and care need

CareChoices



### Where trust and care come first

Our motivation is to provide high standard quality of care to enable individuals to maintain their independence in the comfort of their own home.

#### OUR SERVICES:

Personal Care  
Reablement Support  
Complex Care Support  
End of Life Support  
Respite Care  
Companionship  
Live-in Care

#### OUR VALUES:

Care  
Communication  
Commitment  
Compassion  
Courage



If you have any requirements not listed above, please contact us for more information

**01223 618280**

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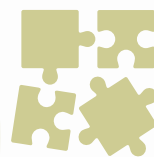
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Physical Disability



"I can only say that I was treated with care, patience and above all respect from each of your employees. They were polite at all times and very helpful - a credit to your company. I would recommend them to anyone."

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# Coming home from hospital

Going into hospital can be a worrying time for people and their carers/family members. It is useful to think early on about what will happen when you leave hospital, whether you will need ongoing care and support and, if so, how you will pay for it. Unlike NHS services, social care is chargeable for people based on their own financial circumstances.

## Support whilst you recover

You might need a bit of temporary support for a few days after leaving hospital whilst you recover and perhaps adapt to new ways of doing things. Often where informal support networks can help this can be preferable to people who don't know you. You can arrange support with domestic tasks and personal care on a short-term basis. Details for this can be found on page 24.

Care Network offers a free Help at Home service, for up to six weeks of practical and emotional support for any adult who has come out of hospital. Volunteers will call in to check you are okay and help with tasks such as picking up prescriptions, collecting shopping, and linking you with a range of community groups.

## Reablement

The council's Reablement team will support you to maximise your independence by helping you maintain or relearn the skills needed for everyday life. Reablement programmes last from a few days to a few weeks and are tailored to you individually.

Many people find that after their Reablement programme they can cope very well on their own, without the need for further care and support.

As part of your Reablement programme, the council will help you to plan any ongoing care that you might need or advise on local services you may be interested in, as well as suggest equipment which could make your day-to-day living easier.

### Care Network

Web: [www.care-network.org.uk](http://www.care-network.org.uk)



### South and East Cambridgeshire and Cambridge City

Email:

[hah.south@care-network.org.uk](mailto:hah.south@care-network.org.uk)

Tel: **01223 714433**

### Huntingdonshire and Fenland

Email: [hah.north@care-network.org.uk](mailto:hah.north@care-network.org.uk)

Tel: **01354 694413**

If appropriate, the council can also arrange short-term support for when you return home. You can ask to speak to the hospital social work team, who can help you identify what is important to you, agree your outcomes, and discuss the help and support available.

### Age UK Cambridgeshire and Peterborough's Hospital Discharge Support Service

can support people aged 60 and over on their return home for up to four weeks free of charge.

Email [HDsupport@ageukcap.org.uk](mailto:HDsupport@ageukcap.org.uk) or call **01354 691896**

### Cambridgeshire County Council

Web: [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)

Email: [careinfo@cambridgeshire.gov.uk](mailto:careinfo@cambridgeshire.gov.uk)



# Someone to speak on your behalf – advocacy

Sometimes you might need someone to help you express yourself or speak on your behalf. This is known as advocacy. Advocates can give advice, support, and information to people of any age, helping you to voice your concerns and guiding you through the care planning process.

You can have an advocate present with you when you have conversations with the social care worker

or if you feel unsure or concerned when you are faced with making an important decision about your care and support.

Visit **[www.cambridgeshire.gov.uk/advocacy](http://www.cambridgeshire.gov.uk/advocacy)**

**VoiceAbility** provides advocacy services for adults and children in Cambridgeshire.

Email **[helpline@voiceability.org](mailto:helpline@voiceability.org)** or visit **[www.voiceability.org](http://www.voiceability.org)**

## Paying for your care

There's lots of free support available in the community that can help you to continue to live independently. However, you may have to pay for some support you receive. If you think you may need care in the future, it is a good idea to get advice on how to pay for it before making any decisions.

Visit **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** and search 'money and benefits' for financial support or refer to the following organisations.

### **Age UK Cambridgeshire and Peterborough**

Email: **[infoandadvice@ageukcap.org.uk](mailto:infoandadvice@ageukcap.org.uk)**

Web: **[www.ageuk.org.uk/cambridgeshireandpeterborough](http://www.ageuk.org.uk/cambridgeshireandpeterborough)**

Tel: **0300 666 9860**

### **Cambridge and District Citizens Advice**

Web: **[www.cambridgecab.org.uk](http://www.cambridgecab.org.uk)**

Tel: **0808 278 7808**

### **Independent Age**

Email: **[advice@independentage.org](mailto:advice@independentage.org)**

Web: **[www.independentage.org](http://www.independentage.org)**

Tel: **0800 319 6789**

### **Money Helper**

Web: **[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)**

Tel: **0800 138 7777**

Typetalk: **18001 0800 915 4622**

### **Society of Later Life Advisers (SOLLA)**

Email: **[admin@societyoflaterlifeadvisers.co.uk](mailto:admin@societyoflaterlifeadvisers.co.uk)**

Web: **[www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk)**

Tel: **0333 202 0454**

### **Disability benefits**

You may be entitled to disability benefits which you can use to help pay for the care and support you need. These benefits include:

- Personal Independence Payment (PIP) – helps with the extra costs of a long-term health condition or disability and can be claimed from the age of 16 until state pension age. Check this at **[www.gov.uk/state-pension-age](http://www.gov.uk/state-pension-age)** (PIP does not stop at pension age if it was claimed before this time).
- Attendance Allowance – for people of state pension age or older, paid at two different rates. The lower rate is for those needing care by day or night, and the higher rate is for those needing care both day and night, or who are terminally ill.

If you're already in receipt of one of these benefits, this will be considered when undertaking your financial assessment.

Visit **[www.gov.uk/browse/benefits/disability](http://www.gov.uk/browse/benefits/disability)** or call **Citizens Advice** on **0808 278 7850**.

## Financial assessment and arranging your care

If you are unable to meet the cost of your care yourself, the council will carry out a financial assessment to see if it is able to contribute towards this. There are different financial thresholds depending on whether you are receiving care at home or are moving into a care home. If your capital, savings, and income are above these thresholds, you will need to pay the full cost of your care and support.

The financial assessment, or means test, works out what you'll have to pay towards the cost of your care. It's carried out by the council after they complete your care needs assessment, which looks at what care needs you may have. The financial assessment will consider:

- Your income, including any pensions and benefits.

- Your capital, including savings and assets (such as a second property and stocks and shares etc.).

If you'll be getting care services at home, the value of your home is not included if you own it. This is different to the rules about charging if you're moving to a care home.

### Deprivation of assets

If someone intentionally reduces their assets – such as money, property, or income – so that these won't be included in the financial assessment for care, this is known as 'deprivation of assets'. If the council concludes that you have deliberately reduced your assets to avoid paying towards the cost of care, your financial assessment may be completed as if you still owned the assets.

## Paying for care in your own home

If you have capital or savings of more than the current threshold, not including your home, or you choose not to disclose your financial circumstances, you will have to pay the full cost of any care and support you require in your own home or periods of respite care in a care home. The council can arrange care for you, and you will be invoiced for this, or you can arrange your care privately and pay for it directly.

If you ask the council to arrange your care and support for you, you may be liable to pay an arrangement fee in addition to the costs of meeting your assessed care and support needs. This arrangement fee covers the cost of putting the care and support you need in place. Visit [www.cambridgeshire.gov.uk/adults](http://www.cambridgeshire.gov.uk/adults) and see 'Money and benefits'.

### What you'll have to pay

This depends on your financial situation. The council can't charge anyone else, such as your partner or someone you live with, and the following factors will be considered.

### Your income

This must not go below a certain amount, known as the Minimum Income Guarantee (MIG). This is so you can still afford daily living costs, such as food and

utility bills. If your weekly income is higher than your care costs, you'll usually have to pay for all your care yourself – as long as you're left with at least your MIG amount. If the council includes any disability-related benefits you receive in your financial assessment, it must also consider any disability-related expenses you have.

### Your capital

Capital is money or items that have a financial value. For example, savings, investments, land, and property.

Visit [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk) and search 'paying for care'.

### Direct Payments

If you are eligible to receive council funded services, Cambridgeshire County Council will allocate you a 'Personal Budget'. This is the amount of money the council will pay towards your social care support. Personal Budgets give you more choice and control over how your money is used to buy care and support. You can choose from a range of options for managing your Personal Budget:

- Direct Payments – money for your support is sent directly to you, or someone you have nominated. You can then arrange your own care arrangements.

If you choose this option, you can get support from People Plus to manage your Direct Payments.

- Cambridgeshire County Council can manage the budget. This means the council will arrange care and support to meet your assessed needs.
- A care and support provider or a third-party organisation (such as a home care provider or an independent living charity) can manage the budget on your behalf.
- Any combination of these approaches.

**People Plus** is currently contracted by the council to provide the Direct Payments Support Service.  
Email: [ilscambridgeshire@peopleplus.co.uk](mailto:ilscambridgeshire@peopleplus.co.uk)  
Web: <https://peopleplus.mylifeportal.co.uk/landing-pages/cambridgeshire>  
Tel: **0330 123 2815**

Visit [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk) and search 'paying for care'.

### Individual Service Fund (ISF)

An ISF is where you choose a provider, rather than the council or yourself, to manage your Personal Budget. The ISF provider will arrange services and support for you, with your agreement. With an ISF, you get choice and control over your support without having to manage the money yourself, which can be the case with a Direct Payment. Your family, advocate, or carer could also help you. You would work with the provider to plan support services and activities to help achieve the outcomes identified in your care and support plan. ISFs can be used for a range of different purchases if they demonstrate that they are achieving positive outcomes for you. The services and activities must help meet your assessed needs.

## Paying for care in a care home or nursing home

If your income, capital, and savings are more than the current threshold, you are likely to have to pay the full cost of your care. If you own your home, its value will usually be included when calculating your capital. Sometimes it won't be included. For example, its value will be disregarded if it's still the main home of your partner, a close relative aged 60 or over, or a close relative with a disability. Other exemptions may apply, call **0345 045 5202**.

The care homes you consider must be able to meet your assessed care needs. If the council is contributing towards the cost of your care, your choice of care home will be limited to those that accept the council's funding level. If the home you have chosen charges more than the council's funding level, you must find someone to help pay the difference.

Except in limited circumstances, the law states that you are not allowed to make this additional payment yourself. The responsibility for this often falls to a member of your family or a benevolent sponsor such as a charity. Once confirmed, they must sign an agreement with the council formalising the arrangement.

You may be able to arrange a Deferred Payment Agreement with the council. This is an arrangement which lets you use the value of your home to help pay for care home costs. This means the council could provide financial help which it will then recover once your home has been sold, or from your estate.

Visit [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk) and search 'paying for residential care'.

### Who can pay top-up fees

You can only pay your own top-up fees in one of the following situations:

- You've just moved permanently into a care home and are in the 12-week property disregard period. Visit [www.independentage.org/get-advice/health-and-care/paying-for-care](http://www.independentage.org/get-advice/health-and-care/paying-for-care) and select 'Selling your home to pay for residential care'.
- You have a Deferred Payment Agreement with the council.
- Your accommodation is being provided as aftercare under section 117 of the Mental Health Act 1983. →



→ The top-up fee contract must explain how much the payments will be, how often they'll need to be paid. What might happen if you or your chosen third party can no longer afford the top-up, and how any annual increase in costs will be shared.

You may be able to arrange a Deferred Payment Agreement with the council. This is an arrangement which lets you use the value of your home to help pay for care home costs. This means the council could provide financial help which it will then recover once your home has been sold, or from your estate.

Visit **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** and search 'paying for care in a care home'.

If you move into a care home that provides nursing care, you may be entitled to a non-means-tested contribution towards the cost of your nursing care from the NHS, paid directly to the home.

Visit **[www.nhs.uk](http://www.nhs.uk)** and search 'NHS-funded nursing care'.

### Running out of money

If your capital and savings are likely to fall below the current threshold, let the council know well in advance. The council can arrange an assessment as soon as possible and may contribute towards the cost of your care.

## NHS Continuing Healthcare

This is social care arranged and funded solely by the NHS and is free of charge. To be eligible, you must be assessed by a team of healthcare

professionals, known as a multidisciplinary team. Visit **[www.nhs.uk](http://www.nhs.uk)** and search 'NHS Continuing Healthcare'.

# Someone else managing your money

There may come a time when you are unwell and cannot tell the people around you what you do and do not want. Recording your wishes allows you to

express who you are and what is important to you. This gives you control over your treatment and care, and reassurance that the right decisions will be made.

## Lasting Power of Attorney (LPA)

An LPA is a legal document that lets you appoint one or more people as an 'attorney/s' to help you make decisions or to make decisions on your behalf. This gives you more control over what happens to you if you have an accident, or an illness, and can't make your own decisions, meaning you 'lack mental capacity'. You must be 18 or over and have mental capacity (the ability to make your own decisions) when you make your LPA.

There are two types of LPA:

- Health and welfare.
- Property and financial affairs.

You can choose to make one type or both. There is no need to involve solicitors and you can make an LPA online or by using paper forms. Visit **[www.gov.uk/power-of-attorney](http://www.gov.uk/power-of-attorney)**

## Appointeeship

You can apply for the right to deal with the benefits of someone who cannot manage their own affairs because they're mentally incapable or severely disabled. Only one appointee can act on behalf of someone who is entitled to benefits (the claimant) from the Department for Work and Pensions (DWP). An appointee can be:

- An individual. For example, a friend or relative.
- An organisation or representative of an organisation. For example, a solicitor or local council.

Visit **[www.gov.uk/become-appointee-for-someone-claiming-benefits](http://www.gov.uk/become-appointee-for-someone-claiming-benefits)**

## Deputyship

You can apply to become someone's deputy if they 'lack mental capacity'. This means they cannot make important decisions independently.

They may still be able to make decisions independently at other times. People may lack mental capacity because, for example:

- They've had a serious brain injury or illness.
- They have dementia.
- They have severe learning disabilities.

As a deputy, you'll be authorised by the Court of Protection to make decisions on their behalf. There are two types of deputy:

- Property and financial affairs deputy – you'll do things like pay the person's bills, receive their income, and manage their financial affairs.
- Personal welfare deputy – you'll make decisions about medical treatment and how someone is looked after.

Visit **[www.gov.uk](http://www.gov.uk)** and search 'deputyship'.

# What to expect from Cambridgeshire County Council

Adult Social Care at the council can provide you with the advice, information, and support you need to stay independent, safe, and well. Most people find that they can get the support that they need from their friends, family, and local community. Sometimes you might need some additional support. In this case the council's Adult Social Care service could help you. Adult Social Care supports adults of all ages and disabilities.

### Tip

Before contacting Adult Social Care, ask yourself the following questions:



- What would you like to be able to achieve?
- What difference would this make to your life?
- What has changed recently in your life?
- What options have you considered?
- Write down the answers to help you remember them as you will be asked to discuss this when you contact Adult Social Care.

Adult Social Care will work with you to identify the best options available to help you. This could be accessing community-based support, getting some equipment, or referring you for a more in-depth assessment.

If you're planning to contact Adult Social Care on behalf of someone else, you'll need to make sure that they know you're planning to do so. If you can, it's helpful to discuss the questions at the beginning of this section with the individual before making contact. If you're looking after someone who couldn't manage without your help, you may also need some support so that you can continue to care and maintain your own health and wellbeing. See page 12 for more information.

Visit **[www.cambridgeshire.gov.uk/residents/adults/organising-care-and-support](http://www.cambridgeshire.gov.uk/residents/adults/organising-care-and-support)** or call **0345 045 5202**. For more information, visit **[www.cambridgeshire.gov.uk/residents/adults](http://www.cambridgeshire.gov.uk/residents/adults)**

## Care and support plans

If you are referred for a more in-depth care and support assessment, the Adult Social Care team will have a detailed conversation

with you to understand your circumstances and to appreciate what you would like to achieve.



→ The team will look at the support you receive from family, friends, and your local community, and will work with you to determine what additional support will help you to remain independent.

Your care and support plan is all about you – your

strengths and abilities, your care needs, what you want to achieve, and the support you need to live as independently as possible. Once your initial care and support plan meets your desired outcomes, takes any risks into account, and is considered reasonable in terms of the available budget, it can be agreed by the council.

## Making a compliment, comment, or complaint about Adult Social Care

You can provide feedback yourself, or a family member, friend, or representative can contact the council on your behalf. You can provide feedback:

- Online at **[www.cambridgeshire.gov.uk/council/contact-us/council-complaints-procedures](http://www.cambridgeshire.gov.uk/council/contact-us/council-complaints-procedures)**
- Over the phone on **0345 045 5202**.
- In writing to Customer Care Team, Adult Safeguarding and Quality Service, Scott House, Box SCO2116, 5 George Street, Huntingdon PE29 3AD.

For all social care complaints, you can raise your concerns with a social care representative.

### What if I need help to provide my comments?

If you need assistance in providing feedback, call **0345 045 5202**. If you would prefer to discuss this in person, you can also be supported to provide feedback at the council's main office receptions, or in a library where staff can support you in completing the online form.

### What happens when I provide feedback?

Cambridgeshire County Council will let you know that it has received your feedback. If you do this online, the council will let you know immediately, otherwise it will acknowledge your feedback within three working days. Once the council has received

your comments, it will review them and determine whether your feedback is a complaint, compliment, suggestion, or representation. The council will then let you know details of the respective process.

If your feedback is about a service that is being funded by or arranged by the council, the usual first step is to speak to the manager of the service. You may find that asking for a chance to speak to them informally about your concerns is enough to resolve the matter, or you could put your concerns into a letter if you prefer. If the problem hasn't been resolved by raising it with the care provider, then you should contact your local council. Find out more about giving feedback at **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)** by searching 'adult social care complaints'.

If the service is registered and regulated by the **Care Quality Commission (CQC)** you can also share your experiences with them. Email **[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**, visit **[www.cqc.org.uk/share-your-experience-finder](http://www.cqc.org.uk/share-your-experience-finder)** or call **0300 061 6161**.

If you remain dissatisfied with the council's final response to your complaint, you can ask the **Local Government and Social Care Ombudsman (LGSCO)** to look at your complaint. Visit **[www.lgo.org.uk/complaint-form](http://www.lgo.org.uk/complaint-form)**, call **0300 061 0614** or write to PO Box 4471, Coventry CV4 0EH.

## Healthwatch Cambridgeshire

Your local health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes, or other support services in your area, Healthwatch

wants to hear about your experiences. Healthwatch is independent and has the power to make sure NHS leaders and other decision makers listen to local

feedback and improve standards of care.

Where possible, Healthwatch will let you know when changes are planned to services in your community and help you have a say. It will also encourage those in charge of local care services to involve you when changes are being planned to services. Healthwatch can also help you to find reliable and trustworthy information and advice.

Email:

**enquiries@healthwatchcambspboro.co.uk**

Web: **www.healthwatchcambridgeshire.co.uk**

Tel: **0330 355 1285**

Text: **07520 635176**

Write to: Healthwatch Cambridgeshire, The Maple Centre, 6 Oak Drive, Huntingdon PE29 7HN

## **Cambridgeshire and Peterborough Partnership Boards**

Providing people with experience of using Adult Social Care services a say on current and future care. Each Partnership Board is made up of:

- Service user representatives – called Independent Members.
- Voluntary sector service providers.
- Statutory services such as health and social care.

Healthwatch organises the board meetings and provides support and training to the Independent Members to help them in their roles. See adjacent for contact details.

# Worried about someone or yourself – safeguarding adults

Anyone can be vulnerable to abuse, neglect, or self-neglect at some point in their life. Some adults with care and support needs are less able to protect themselves against abuse or neglect, and some have difficulty making their wishes and feelings known. The council call these ‘adults at risk’. For someone to be considered an ‘adult at risk’ there are three things that all need to apply:

- The person has care and support needs, whether or not these are being met.
- The person is experiencing, or is at risk of experiencing, abuse or neglect.
- As a result of their needs, they are unable to protect themselves from this.

Abuse can take place anywhere, including at home, in a care home, or in the wider community. The harm may be caused by anyone, or someone else with care and support needs, and it may be deliberate or unintentional. If you’ve been affected by abuse; you might feel scared and helpless. It’s important to know that there are people you can turn to for help and there are things you can do to protect yourself.

Whatever the circumstances, it is important that you raise your concerns with the council. If you are raising concerns about someone else, it’s helpful for the council if you can let the person know that you are planning on doing so. Ideally, you will gain their consent. However, this isn’t always possible and it’s important that you still raise your concerns with the council.

## **Types of abuse**

There are different types of abuse that you or someone that you know could be experiencing:

- Physical: such as someone hitting, slapping, pushing, or kicking you.
- Sexual: this includes any type of sexual behaviour that you don’t want or cannot consent to.
- Psychological: such as bullying, threatening to leave you on your own, or threats to put you in a care home, or denying you access to your friends.
- Financial: such as taking or spending your money without your permission.





- ➔ • Neglect or self-neglect: such as not being given or eating enough food, not being given or taking medication, or not allowing access to care workers.
- Discriminatory: any behaviour that is based on being different such as exclusion from an activity due to a hearing impairment, because of your ethnicity, or because of the language you speak.
- Domestic abuse: this is any form of unacceptable personal abuse committed by a partner, ex-partner, or a family member.
- Organisational: such as your care provider or other organisations treating you badly, neglecting you, or providing a poor service.
- Modern slavery: such as being forced to work by people who abuse you or are cruel to you.

### Tip

If you or someone else you know is in immediate danger or needs urgent medical treatment, contact the police and/or call an ambulance on **999**.



If you are worried that either you or someone that

you know is experiencing, or is at risk of, abuse, and there is no immediate danger:

- Tell someone you trust today – this may be a family member, friend, neighbour, or GP.
- Call the police on **101** if you think they need to be involved.

If you are concerned that you, or an adult you know is at risk of experiencing abuse or neglect, contact the council as follows.

Email:

**referral.centre-adults@cambridgeshire.gov.uk**

Tel: **0345 045 5202** (8.00am to 6.00pm, weekdays; and 9.00am to 1.00pm, Saturday).

If it is outside of office hours and someone is in danger and unable to protect themselves, or cannot remain in the community without immediate intervention, call **01733 234724**. It does not matter whether you are able to identify an actual abuser. Visit **www.cambridgeshire.gov.uk/adults** and search 'report abuse' for more information.

## How the council can help

The council will provide information and offer practical advice to you, or the person suffering abuse, so that you can make an informed choice about any help that might be needed, or any action you may wish to take.

If the person being abused, or at risk of being abused, is unable to make an informed choice themselves, care will be taken to support and protect them. What happens next will depend on the wishes of the person being abused and the

seriousness of the situation. If they are in physical danger, or at risk of serious neglect, ensuring their safety will be the most important thing to do.

What to expect after you have submitted a referral? You should receive feedback to confirm that your referral has been received and is being looked at. Any feedback would need to take account of data protection rules so the person who contacts you may not be able to share any information with you unless the person who the referral is about agrees.



## Search for care in your area

Q

With so many providers to choose from, where do you start?



- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests

# End of life care

Talking about the future and dying can be difficult, but it is important that you and your family, friends, and carers discuss your wishes as you near the end of your life.

More people are starting to make 'end of life plans' to make it easier for others to support and carry out their wishes when the time comes. This could include where you want to die, what treatment you would want, any cultural or religious requirements, and planning for your funeral. You might want to consider taking out a funeral plan to ensure that costs for your funeral are covered.

End of life care should help you live as well as possible until you die, and to die with dignity. Planning for your needs should mean that, if you wish to, you can remain in your own home or care home and not have to be admitted to hospital. Wherever you are being cared for, as you approach the end of your life you are entitled to a high quality of care.

## Advance Decisions

An Advance Decision allows you to write down any treatments that you don't want to have in the future in case you later become unable to make or communicate decisions for yourself. It will only be used if you can't make or communicate a decision for yourself. The legal name is an Advance Decision to Refuse Treatment, and it's also sometimes called a Living Will or an Advance Directive.

Advance Decisions are legally binding in England and Wales, if they meet certain requirements. This means that if a healthcare professional knows you've made an Advance Decision, they must follow it. If they ignore an Advance Decision,

then they could be taken to court. Visit [www.compassionindying.org.uk](http://www.compassionindying.org.uk) and search 'Advance Decisions'.

## Preferred Priorities for Care (PPC)

This can help you prepare for the future. It gives you an opportunity to think about, talk about, and write down your preferences and priorities for care at the end of your life. You do not need to do this unless you want to.

The PPC can help you and your carers (your family, friends, and professionals) to understand what is important to you when planning your care. If a time comes when, for whatever reason, you are unable to decide for yourself, anyone who must make decisions about your care on your behalf will have to action anything you have written in your PPC. The PPC is not meant to be used for legally binding refusals of specific medical treatments in advance. Visit [www.nhs.uk/Planners/end-of-life-care/Documents/Preferred\\_Priorities\\_for\\_Care.pdf](http://www.nhs.uk/Planners/end-of-life-care/Documents/Preferred_Priorities_for_Care.pdf)

If you are being cared for at home or in a care home, your GP has overall responsibility for your care. The people providing your care should ask you about your wishes and preferences and take these into account as they work with you, your family, and your GP to plan your end of life care.

There are several useful websites and publications providing information about planning ahead and end of life care.

Visit [www.compassionindying.org.uk](http://www.compassionindying.org.uk) or [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk) and search 'end of life care'.

## Palliative Care Hub

This is a free telephone service for anyone in Cambridgeshire and Peterborough who needs specialist palliative care advice or support. It is available to patients, family, friends, carers, GPs, and other health care professionals. Anyone who has been diagnosed with a life-limiting illness can access the service.

The hub can give advice and support where able, signpost to appropriate services, transfer you to another healthcare professional that can better help you, or complete necessary referrals to other services.

Call **111** (select option three).

# Housing options

Finding the right support or accommodation is key to helping you remain independent and confident in your wellbeing and security. Visit **[www.cambridgeshire.gov.uk/adults](http://www.cambridgeshire.gov.uk/adults)** and select 'Staying independent' or see page 19 of this Guide.

## Tip

Use your action plan on page 6 to help you decide what you could do to stay safe, well, and independent at home for longer.



If you feel that you would benefit from being closer to family and friends or have easier access to services such as your local doctor, library, and shop, there are several housing options available that might meet your needs and help you to remain living independently at home for as long as possible. Housing advice is available from the following independent organisations.



## Elderly Accommodation Counsel (EAC)

Web: **[www.hoop.eac.org.uk](http://www.hoop.eac.org.uk)**

## Shelter

Web: **[www.shelter.org.uk](http://www.shelter.org.uk)**

Advice helpline: **0808 800 4444**

Your district council's housing advice service can give more information on housing in your area.

## Cambridge City Council

Email: **[housing.advice@cambridge.gov.uk](mailto:housing.advice@cambridge.gov.uk)**

Tel: **01223 457918**

## East Cambridgeshire District Council

### – Housing Advice Service

Email: **[housingservices@eastcambs.gov.uk](mailto:housingservices@eastcambs.gov.uk)**

Tel: **01353 665555**

## Fenland District Council

Email: **[housingadvice@fenland.gov.uk](mailto:housingadvice@fenland.gov.uk)**

Tel: **01354 654321**

## Huntingdonshire District Council

Email: **[housingadvice@huntingdonshire.gov.uk](mailto:housingadvice@huntingdonshire.gov.uk)**

Tel: **01480 388218**

## South Cambridgeshire District Council

Email: **[housingadvice@scambs.gov.uk](mailto:housingadvice@scambs.gov.uk)**

Tel: **01954 713000**

## Supported Living

Supported Living services can support people with a wide range of needs such as learning disabilities, autism, mental health conditions, and physical disabilities.

Supported Living services can vary between homes that are shared by more than one person with similar needs. This is usually between two to four people although some schemes are bigger.

## Sheltered Housing

If you need additional support on a long-term basis, Sheltered, or Extra Care Housing may suit your needs.

In Sheltered Housing you have your own home, and usually you will also have access to an alarm that will allow you to call for help if needed.

You may also have access to visiting support staff if you need some extra help. Accommodation is usually self-contained, and most schemes have a communal lounge, laundry room, and a garden. Many schemes run social events that are usually organised and run by residents living in the scheme.

## Older People's Visiting Support Service

This service can provide short term support to any older person in Cambridgeshire, including people living in Sheltered Housing. The aim of the service is to support people to continue to live as independently as possible by helping them with things such as benefits, home adaptations, applying for grants and contacting other services that may be of help to you.



### P3 – East Cambridgeshire, Fenland, and Huntingdonshire

Web: [www.p3charity.org/services/cambridgeshire-floating-support-service](http://www.p3charity.org/services/cambridgeshire-floating-support-service)  
Tel: **0800 048 8192**

### Cambridge City Council

Email: [independent.living@cambridge.gov.uk](mailto:independent.living@cambridge.gov.uk)  
Web: [www.cambridge.gov.uk/visiting-support-service](http://www.cambridge.gov.uk/visiting-support-service)  
Tel: **01223 457199**

### South Cambridgeshire District Council

Email: [visitingsupport@scambs.gov.uk](mailto:visitingsupport@scambs.gov.uk)  
Web: [www.scambs.gov.uk/housing/supported-and-older-people-services/visiting-support-service](http://www.scambs.gov.uk/housing/supported-and-older-people-services/visiting-support-service)  
Tel: **01954 713000**

## Extra Care Housing



Specially designed to enable older people to live independently. Like Sheltered Housing, you have your own self-contained flat with your own front door, but also have the reassurance of knowing that there is a care team on site 24 hours a day to meet your personal care needs and to respond to emergency calls, providing you and your with family peace of mind.

Extra Care Housing can be rented, owned outright, or shared ownership (part-owned and part-rented). Many people choose Extra Care Housing as an alternative to a residential care home because it provides a greater independence and flexibility to have family and friends to visit and stay.

### Cambridgeshire Shared Lives

A regulated service where an adult who has support and/or accommodation needs moves in with, or regularly visits a local individual, couple, or family, who has been trained and approved to be a Shared Lives carer. Shared Lives enables a wide range of people who need support to live independent lives and have their health and wellbeing promoted and can reduce the need for admission to hospital or residential care.

Email: [cambridgeshiresharedlives@cambridgeshire.gov.uk](mailto:cambridgeshiresharedlives@cambridgeshire.gov.uk)  
Web: [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk) (search 'Shared Lives').

### Cambridgeshire Outreach Service

Individualised support in your home and local community. The service works with you to develop your independence and community connections. This might include support to maintain your living environment, manage bills and correspondence, complete daily tasks, attend health appointments, access educational or health and fitness activities, or source work or volunteering opportunities.

Email: [cambridgeshireoutreachservice@cambridgeshire.gov.uk](mailto:cambridgeshireoutreachservice@cambridgeshire.gov.uk)



# Personal care in your own home

If you need support with your personal care, such as washing yourself or getting dressed, you can employ a care worker to help you. The length of visits will depend on the support that you need. The hourly rate charged for services depends on what help is required, the time of day, and location.

## Live-in care

If you require a lot of help with your personal care, you may want to consider having a support worker who lives in your home, or 24-hour live-in care on a short-term basis. This will enable anyone who might support you informally to take a break.

Charges for live-in care depend on the amount of care and the skills and support required. When choosing your care worker, you can choose your own personal assistant, or you can use an agency. Before you make any decisions, you should contact homecare providers and personal assistants to ask what they provide, their charges, and get a draft contract between you and them.

### Tip

Some care workers may also help you with cleaning, shopping, and cooking. Before you choose, ask them what they can and can't do.



You can use the checklist on page 27 to help you choose a care worker.

## People Plus Independent Living Services – Cambridgeshire

An experienced support and guidance provider to help people have choice and control over their care and support packages. People Plus can support with:

- Information about direct payments.
- Recruiting and employing a personal assistant.
- Identifying a suitable support provider.
- Planning for emergencies.
- Access to peer support in local community.

Email: [ilscambridgeshire@peopleplus.co.uk](mailto:ilscambridgeshire@peopleplus.co.uk)

Web: <https://peopleplus.mylifeportal.co.uk/landing-pages/cambridgeshire>

Tel: 0330 123 2815



[www.myfamilyourneeds.co.uk](http://www.myfamilyourneeds.co.uk)

For parents and carers of children with additional needs and those who support them.

## Inspecting and regulating home care services

All registered providers of home care must be regulated and inspected by the Care Quality Commission (CQC). All services are awarded quality rating reports. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

### Tip

It's always a good idea to check inspection reports and ratings when choosing a care service. You can find these at [www.cqc.org.uk](http://www.cqc.org.uk)



For home care arranged by Cambridgeshire County Council, the agencies used are accredited to work for the council. It will let you know how much the care you need will cost you.

If you are unable to afford this, the council may be able to contribute towards the cost. To find out more about support Cambridgeshire County Council can provide, see page 47. For more information about care at home, visit [www.cambridgeshire.gov.uk/residents/adults](http://www.cambridgeshire.gov.uk/residents/adults)



# Care homes

Moving into a care home is a major commitment – it involves changing where you live and potentially paying a lot of money for your ongoing accommodation and care needs.

## Tip

Before you think about moving into a care home, consider other less disruptive, and potentially less costly options such as equipment, adaptations, or personal care support.



Consider whether you really need the amount of care available at a care home and look at

alternative accommodation such as Extra Care Housing schemes or Supported Living. These offer independence with an increased level of care and support.

If no other accommodation options are suitable for you, a care home may be the way to meet your needs.

Residential and nursing care homes are where a number of people live together, supported by care staff, who are available 24 hours a day. Care homes cater for older people, and for younger adults with disabilities.

## Inspecting and regulating residential care services

All care homes must be registered and inspected by the Care Quality Commission (CQC), who award quality rating reports. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

## Tip

It's always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC's website at [www.cqc.org.uk](http://www.cqc.org.uk)



When considering potential care homes, use the checklist on page 59 and for homes providing

care for people with dementia, use the checklist on page 57. Care homes may be privately owned or run by charities or councils. To be eligible for a care home placement arranged by the council, you will need to have a care and support assessment and must have a care and support need that cannot be met through alternative options.

The council will let you know how much the care home will cost you, and, if you are unable to afford this, the council may be able to contribute towards the cost. To find out more about the support the council can provide, see page 47.

## Types of care home

### Residential care homes

For people who can't continue to live at home, even with additional support, or changes to their home. If you are unable to receive the support you need at home, you may want to consider a residential care home. A residential care home helps you with personal care, including eating, washing, going to the toilet, and dressing. These homes do not offer nursing support.

### Care homes with nursing

Provide the same personal care as residential care homes, but they also provide 24-hour nursing care by trained nursing staff. Before entering a nursing

home, you will need to be assessed to ensure that your needs will be best met within a nursing home. If the person requiring care has a diagnosis of dementia, you will need to make sure that the home is able to meet these needs.

## Search for care in your area

[www.carechoices.co.uk](http://www.carechoices.co.uk)



- Find care providers quickly and easily
- Search by location and care need





HAMBERLEY

CARE HOMES



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# Choosing care and support

## Residential dementia care checklist

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Home 1 .....

Home 2 .....

Home 3 .....

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 59. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

### Design

Are there clear signs throughout the home? ☐ ☐ ☐

Has the home been designed or adapted for people with dementia? ☐ ☐ ☐

Are the home and grounds secure? ☐ ☐ ☐

Are there prompts outside the residents' rooms to help people identify their own? ☐ ☐ ☐

Is the décor familiar to your loved one? ☐ ☐ ☐

### Choices

Do residents get a choice in terms of what they wear each day? ☐ ☐ ☐

Are residents encouraged to be independent? ☐ ☐ ☐

Can residents decide what to do each day? ☐ ☐ ☐

Can residents have a say in the décor of their room? ☐ ☐ ☐

### Activities

Are residents able to join in with household tasks like folding washing? ☐ ☐ ☐

Are there activities on each day? ☐ ☐ ☐

Can residents walk around outside on their own? ☐ ☐ ☐

Are residents sitting in front of the TV or are they active and engaged? ☐ ☐ ☐

Are there rummage boxes around? ☐ ☐ ☐

### Health

Can residents get help with eating and drinking? ☐ ☐ ☐

How often does the home review residents' medication? ☐ ☐ ☐

Does the home offer help if a resident needs assistance taking medication? ☐ ☐ ☐

Do GPs visit the home regularly? ☐ ☐ ☐

### Staff

Are staff trained to identify when a resident might be unwell? ☐ ☐ ☐

Are staff trained to spot when someone needs to go to the toilet? ☐ ☐ ☐

Do the staff have any dementia-specific training/experience? ☐ ☐ ☐

Will your loved one have a member of staff specifically responsible for their care? ☐ ☐ ☐

### Approach to care

Does the home follow a specific approach to dementia therapy, for example, validation therapy? ☐ ☐ ☐

Will the home keep you informed about changes to your loved one's care? ☐ ☐ ☐

Does the home have a specific approach to end of life care? ☐ ☐ ☐

Does the home keep up to date with best practice in dementia care? ☐ ☐ ☐

\*See page 54.





9.6

Average Group  
Review score 2022  
carehome.co.uk\*\*

\*\*carehome.co.uk scores are based on independent reviews with a maximum score of 10. Rating correct as at 27/06/2022.



Read David's story



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**Whinfell Close, Eaton Socon, St Neots,**  
**Cambridgeshire, PE19 8AB**  
**Call 01480 879 892**

**Clayburn Court care home, Clayburn**  
**Road, Peterborough, Cambridgeshire,**  
**PE7 8LB**  
**Call 01733 809 587**

**Visit [www.anchor.org.uk/care-homes](http://www.anchor.org.uk/care-homes)**

**Home 1** .....

**Home 2** .....

**Home 3** .....

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

## Staff

What is the minimum number of staff that are available at any time? ☐ ☐ ☐

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

## Activities

Can you get involved in activities you enjoy? ☐ ☐ ☐

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

Does the home have a varied activities schedule? ☐ ☐ ☐

## Life in the home

Is the home adapted to suit your needs? ☐ ☐ ☐

Can you bring your own furniture? ☐ ☐ ☐

Are there enough plug sockets in the rooms? ☐ ☐ ☐

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

Can you decide when to get up and go to bed? ☐ ☐ ☐

Does the home allow pets? ☐ ☐ ☐

Does the home use Digital Care Planning accessible to families? ☐ ☐ ☐

## Personal preferences

Is the home too hot/cold? Can you control the heating in your room? ☐ ☐ ☐

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

Is there somewhere you can go to be alone? ☐ ☐ ☐

Does the home feel welcoming? ☐ ☐ ☐

## Catering

Can the home cater for any dietary requirements you may have? ☐ ☐ ☐

Does the menu change regularly? ☐ ☐ ☐

Can you eat when you like, even at night? ☐ ☐ ☐

Can you have food in your room? ☐ ☐ ☐

Is there a choice of food at mealtimes? ☐ ☐ ☐

Is alcohol available/allowed if you want it? ☐ ☐ ☐

Can visitors join you for meals? ☐ ☐ ☐

## Fees

Do your fees cover all of the services and activities? ☐ ☐ ☐

Are fees likely to change regularly? ☐ ☐ ☐

Is the notice period for cancellation of the contract reasonable? ☐ ☐ ☐

Could you have a trial period? ☐ ☐ ☐

Can you keep your room if you go into hospital? ☐ ☐ ☐

Can you handle your own money? ☐ ☐ ☐

\*See page 54.



# Be who you've always been... a social butterfly

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**care UK**



## Cambridge City care homes

### Alex Wood House

3a Fortescue Road, Cambridge CB4 2JS  
Tel: 01223 578602

### Brook House Care Home

45 Seymour Street, Cambridge CB1 3DJ  
Tel: 01223 247864

### Browns Field House

25 Sherbourne Close, Cambridge CB4 1RT  
Tel: 01223 426337

### Cambridgeshire County Council

#### – 40-44 Russell Street

Cambridge CB2 1HT  
Tel: 01223 712261

### Langdon House

20 Union Lane, Cambridge CB4 1QB  
Tel: 01223 578601

### Pauline Burnet House

1 Pippin Drive, Chesterton, Cambridge CB4 1GL  
Tel: 01223 883130 **PD LDA**

### Primrose Croft Care Home

Primrose Street, Cambridge CB4 3EH  
Tel: 01223 354773 **OP D**

### Rosewood

1 Edmund Close, Milton, Cambridge CB24 6ZS  
Tel: 01223 440183 **PD LDA**

### Winston House

19 Brooklands Avenue, Cambridge CB2 8BG  
Tel: 01223 356795 **MH**

**For more information about care homes with nursing, see page 55.**

## Cambridge City care homes with nursing

Advertisers are highlighted

### Buchan House Care Home

Buchan Street, Cambridge CB4 2XF  
Tel: 01223 712111 **OP D**

### Cambridge Care Home, The

5 High Street, Chesterton, Cambridge CB4 1NQ  
Tel: 01223 323774 **OP D**

### Cambridge Manor Care Home

33 Milton Road, Cambridge CB4 1UZ  
Tel: 01223 363904 **OP YA**

### Cherry Hinton Nursing Home

369 Cherry Hinton Road, Cambridge CB1 8DB  
Tel: 01223 210070 **OP D YA**

### Heathlands House

Bullen Close, Cambridge CB1 8YU  
Tel: 0330 173 3590 **Advert page 60** **OP D PD YA**

### St Georges Court Care Home

Russell Street, Cambridge CB2 1HT  
Tel: 01223 712135 **OP**

### Woodlands Care Centre

Hawkins Road, Cambridge CB4 2RD  
Tel: 01223 324444 **OP D PD YA**

**If you are considering a care home, see the checklist on page 59.**

## East Cambridgeshire care homes

### Alderton House

5 Wellington Street, Littleport, Ely CB6 1PN  
Tel: 01353 862677 **LDA YA**

### Brambles, The

104 Station Road, Soham, Ely CB7 5DZ  
Tel: 01353 722971 **LDA**

### Fair Haven Care Home

102 Station Road, Soham, Ely CB7 5DZ  
Tel: 01353 720916 **OP D**

### Fen House

143 Lynn Road, Ely CB6 1SD  
Tel: 01353 667340 **OP PD YA**

**Service** **OP** Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism  
**User Bands** **MH** Mental health **SI** Sensory impairment **YA** Younger adults **AD** People who misuse alcohol or drugs



## Firs Residential Care Home, The

Tower Farm, Tower Road, Little Downham, Ely CB6 2TD  
Tel: 01353 699996 **OP D PD YA**

## Guyatt House

42 The Causeway, Burwell, Cambridge CB25 0DU  
Tel: 01638 610109 **LDA YA**

## Holly Cottage LLP

1 Egremont Street, Ely CB6 1AE  
Tel: 01353 661297 **LDA**

## Laburnum Lodge

2 Victoria Street, Littleport, Ely CB6 1LX  
Tel: 01353 860490 **OP D PD SI YA**

## Lily House

Lynn Road, Ely CB6 1SD  
Tel: 01353 666444 **OP D YA**

## Littleport Grange

Grange Lane, Ely Road, Littleport, Ely CB6 1HW  
Tel: 01353 861329 **OP D YA**

## Orchards, The

2 Forsythia Road, Ely CB6 1DP  
Tel: 01353 885900 **OP D PD SI**

## Queens Court

2 Downing Close, Bottisham, Cambridge CB25 9DD  
Tel: 01223 811905 **OP D**

## Robinson House

24c Fordham Road, Soham, Ely CB7 5AQ  
Tel: 01353 624330 **LDA YA**

## Vera James House

Chapel Street, Ely CB6 1TA  
Tel: 01353 661113 **OP D**

## Voyage 1 Ltd – Burwell

16 and 18 Hawthorn Way, Burwell, Cambridge CB25 0DQ  
Tel: 01638 743764 **OP PD LDA MH SI YA**

## Waterbeach Lodge

Ely Road, Cambridge CB25 9NW  
Tel: 01223 862576 **OP D PD LDA MH SI YA**

**Advert inside front cover**

# East Cambridgeshire care homes with nursing

## Gables, The

93 Ely Road, Littleport, Ely, Cambridge CB6 1HJ  
Tel: 01353 861935 **D LDA**

## Hilton Park Care Home

Bottisham, Cambridge CB25 9BX  
Tel: 01223 633 505 **Advert page 5** **OP PD MH YA**

## Limes 1, The

5 Church Lane, Littleport, Ely CB6 1PS  
Tel: 01353 863194 **D MH**

## Oaklands Care Home

Bottisham, Cambridge CB25 9BX  
Tel: 01223 633 504 **Advert page 5** **OP D PD MH YA**

## Soham Lodge Bariatric Care

Soham Bypass, Soham, Ely CB7 5WZ  
Tel: 01353 720775 **OP D MH YA**

**For more information about care homes with nursing, see page 55.**

# Fenland care homes

## Aliwal Manor Care Home

Turners Lane, Whittlesey PE7 1EH  
Tel: 01733 203347 **OP D**

## Belmont Road

9-10 Belmont Road, March PE15 8RQ  
Tel: 01354 660623 **PD LDA YA**

## Cambridgeshire County Council – 20 Alder Close

March PE15 8PY  
Tel: 01354 654146 **OP LDA YA**

## Chestnuts Residential Care Home, The

169 Norwich Road, Wisbech PE13 3TA  
Tel: 01945 584580 **OP D PD SI YA**

## Clovelly House

44 Station Road, March PE15 8LE  
Tel: 01354 655768 **OP**

## Conquest Lodge

Dagless Way, March PE15 8QY  
Tel: 01354 659708 **OP PD LDA MH YA**

**Service** **OP** Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism  
**User Bands** **MH** Mental health **SI** Sensory impairment **YA** Younger adults **AD** People who misuse alcohol or drugs

## Fenland care homes continued

### Dove Court

Kirkgate Street, Wisbech PE13 3QU  
Tel: 01945 474746

OP D YA

### Gables Care Home, The

1 East Park Street, Chatteris PE16 6LA  
Tel: 01354 693858

OP

### Hermitage, The

6-12 St Marys Street, Whittlesey PE7 1BG  
Tel: 01733 204922

OP

### Keneydon House

2 Delph Street, Whittlesey PE7 1QQ  
Tel: 01733 203444

OP D

### Langley Lodge Residential Home

26 Queens Road, Wisbech PE13 2PE  
Tel: 01945 582324

OP

### Lyncroft Care Home

81 Clarkson Avenue, Wisbech PE13 2EA  
Tel: 01945 475229

OP D YA

### Springfield Residential Home

63 The Causeway, March PE15 9NY  
Tel: 01354 652451

OP D

If you are considering a care home, see the checklist on page 59.

## Fenland care homes with nursing

Advertisers are highlighted

### Aria Court

Coronation Close, March PE15 9PP  
Tel: 01354 661551

OP D PD YA

### Askham Court

13 Benwick Road, Doddington, March PE15 OTX  
Tel: 01354 740269

PD YA

### Askham Grove

13 Benwick Road, Doddington, March PE15 OTX  
Tel: 01354 740269

OP D PD

### Askham Hall

13 Benwick Road, Doddington, March PE15 OTX  
Tel: 01354 740269

OP D

### Askham House

13 Benwick Road, Doddington, March PE15 OTX  
Tel: 01354 740269

OP MH

### Askham Place

13 Benwick Road, Doddington, March PE15 OTX  
Tel: 01354 740269

PD YA

### Cedar Court Nursing Home

37 New Road, Whittlesey, Peterborough PE7 1SU  
Tel: 01733 350320

OP D

### Conifer Lodge

134 North Brink, Wisbech PE13 1LL  
Tel: 01945 474912

OP LDA MH YA

### Elms Care Home, The

2 Arnolds Lane, Whittlesey, Peterborough PE7 1QD  
Tel: 01733 202421

OP D PD

### Gables Care Home, The

101 Coates Road, Eastrea, Whittlesey, Peterborough PE7 2BD  
Tel: 01733 515235

OP D MH YA

### Glennfield Care Home

Money Bank, Wisbech PE13 2JF  
Tel: 01945 581141

OP D

### Orchard House Care Home

107 Money Bank, Wisbech PE13 2JF  
Tel: 01945 578654

OP D PD MH

### Rose Lodge Care Home

Walton Road, Wisbech PE13 3EP  
Tel: 01945 223 132

Advert page 5  
OP D PD MH YA

### Swan House Care Home

Swan Drive, New Road, Chatteris PE16 6EX  
Tel: 01354 344729

Advert page 65  
OP D PD SI

## Search for care in your area

[www.carechoices.co.uk](http://www.carechoices.co.uk)



- Find care providers quickly and easily
- Search by location and care need

CareChoices

**Service** OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism  
**User Bands** MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

# Brookfield Residential Home

1 High Street, Somersham, Cambs PE28 3JA



Here at **Brookfield** we are very proud of our service and what we can offer those who choose to live here. Our door is always open and we will work with you to arrange the care that **you** want and need whether that is for day care or a full residential placement.

We are a small family run home where family values are at the heart of everything we do. With 2 lounges and a dining room to choose from we have lots of space for people to follow their interests in, with staff who really will go the **extra mile** to try and make it all possible for you.

*Brookfield is truly a home from home, we know this because our residents tell us so!*

At our last inspection, **CQC** said:

“People received **outstanding care**. We received extremely positive comments from a range of people about the **caring nature** of the service. People received very high quality care from staff who had the time to spend with them and their families. Staff showed kindness to people in everything they did by offering **exceptionally friendly support** around their **individual needs**. People were able to retain their interests and routines, and staff fitted in around these. People were at the heart of the service as staff **put people first** and foremost in everything.”

*Inspection report 26 April 2018.*

If you think **Brookfield** might be for you please feel free to give us a call or pop in, any of our staff will be more than willing to help in any way they can. Our Manager **Angie** is available Monday - Friday on:

**Tel: 01487 840900**

**Email: [brookfield@janescarehomes.co.uk](mailto:brookfield@janescarehomes.co.uk)**

**[www.janescarehomes.co.uk](http://www.janescarehomes.co.uk)**



## Brookfield Residential Home

1 High Street, Somersham, Huntingdon PE28 3JA

Tel: 01487 840900 **Advert page 64**

**OP**

## Cambridgeshire County Council

### – 6 St Lukes Close

Huntingdon PE29 1JT

Tel: 01480 456941

**LDA YA**

## Conquest House

Straight Drove, Farcet, Peterborough PE7 3DJ

Tel: 01733 244623

**LDA MH YA**

## Elm House

Howitts Lane, Eynesbury, St. Neots PE19 2JA

Tel: 01480 471166

**LDA**

## Eynesbury House

Howitts Lane, Eynesbury, St. Neots PE19 2JA

Tel: 01480 218899

**LDA MH**

## Ferrars Hall Care Home

Ferrars Road, Huntingdon PE29 3DQ

Tel: 01480 456 359 **Advert page 67**

**OP D**

## Florence House Residential Home

Westfield Road, Ramsey, Huntingdon PE26 1JR

Tel: 01487 812295

**OP**

## Hardwick Dene

Hardwick Lane, Buckden, St. Neots PE19 5UN

Tel: 01480 811322 **Advert page 66**

**OP D YA**

## HF Trust – Corunna Close

1 Corunna Close, Eaton Ford, St. Neots PE19 7NE

Tel: 01480 471937

**OP LDA YA**

## Hill House

High Street, Ellington, Huntingdon PE28 0AG

Tel: 01480 890324

**OP D YA**

## Hill View

46 St Judiths Lane, Sawtry,

Huntingdon PE28 5XE

Tel: 01487 831709

**OP D**

## Hillings, The

Grenville Way, Eaton Socon, St. Neots PE19 8HZ

Tel: 01480 214020 **Advert page 68**

**OP D**

## Manor Farm

Pittsdean Road, Abbotsley, St. Neots PE19 6UW

Tel: 01767 679900

**LDA**

## Manor, The – Care Home Physical Disabilities

Church Road, Brampton, Huntingdon PE28 4PF

Tel: 01480 412412

**OP PD YA**

# Swan House Care Home is a *happy* place to live

"My husband has been a resident at Swan House for almost four years. In all the time he has been there, he has always been treated with the utmost respect and dignity. The staff are so caring towards both him and myself and are like a second family. I would willingly recommend Swan House without hesitation."

\*\*\*\*\* Review on carehome.co.uk

Our Care Team provides Residential, Nursing and Respite Care.

**Call today on: 01354 344729**

## Swan House Care Home

Swan Drive, Chatteris,  
Cambridgeshire, PE16 6EX

[www.fshc.co.uk/swanhouse](http://www.fshc.co.uk/swanhouse)



**Four Seasons Health Care**

**Service** **OP** Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism  
**User Bands** **MH** Mental health **SI** Sensory impairment **YA** Younger adults **AD** People who misuse alcohol or drugs





# A fun morning with a free meal at Hardwick Dene



Sohal  
Healthcare  
Hardwick Dene  
The Care Home of Choice

**Hardwick Dene Residential Home has brought back its popular community outreach days which give people an opportunity to come together to enjoy a fun day chatting to residents, enjoy some entertainment and a home-cooked lunch.**

Visitors can join staff and residents every Wednesday from 10.30am to 2.30pm in this large country house care home in beautifully landscaped gardens in Buckden, St Neots. Home manager, Paul Fletcher, said: "We started the outreach days before Covid and they were very popular, so now is our chance to revive them so that more people can enjoy these days which are completely free for people in the community who would enjoy some social interaction, particularly those who are cared for in their own homes and perhaps do not see many people other than carers or nurses."

Paul added that the days will be particularly welcome due to the cost-of-living crisis and energy prices going up, as it will give people in the community a chance to take the pressure off by coming to use the home's heating and lighting as well

as getting a free home-cooked meal and free entertainment.

People can come along with their families or can be picked up by Hardwick Dene's minibus service. "It's also a good opportunity for people to come in and get to know our staff and residents," says Paul. "It benefits our residents as they get a chance to speak to different people and see some new faces, but it is also great for our visitors to come and have some tea and coffee, a chat and laugh, and enjoy hearing a singer as well as a tasty home-cooked meal."

In the past the home has even had some people deciding to come to Hardwick Dene after coming to the outreach days, because they have enjoyed it so much. "It can be a soft entry into what life is like in our home," says Paul. "People often comment on what a warm and homely atmosphere there is here. Our staff do their best to create a friendly and homely

environment for everyone. There's lots of laughter here. People get a feel for our home when they visit and what's more, we have a beautiful old building and lovely gardens."

**If you would like to come along and be part of Hardwick Dene's popular outreach days, then get in touch with Joe on 01480 811322, or email [activitieshardwickdene@gmail.com](mailto:activitieshardwickdene@gmail.com) for further information.**

**HARDWICK DENE RESIDENTIAL HOME BUCKDEN**

**COMMUNITY OUTREACH DAY**

**TEA & COFFEE  
ENTERTAINMENT  
LUNCH  
TRANSPORT IF NEEDED**

**EVERY WEDNESDAY 10.30 - 2.30PM**

IF YOU KNOW OF ANYONE THAT WOULD BENEFIT FROM SOCIALISING WITH OUR RESIDENTS AND WOULD ENJOY OUR DAILY ACTIVITIES, PLEASE CONTACT JOE - 01480 811322 OR EMAIL - [activitieshardwickdene@gmail.com](mailto:activitieshardwickdene@gmail.com) FOR FURTHER DETAILS

## Nelson Lodge

Whinell Close, Off Nelson Road, Eaton Socon,  
St. Neots PE19 8AB

Tel: 01480 879 892 **Advert page 58**

OP D YA

## Oakleigh Residential Care Home

22 North Road, Alconbury Weston,  
Huntingdon PE28 4JR

Tel: 01480 890248

OP D

## Oakley House

10 Bushmead Road, Eaton Socon PE19 8BP

Tel: 01480 407010

LDA

## Oaktrees

Warboys Road, Oldhurst,  
Huntingdon PE28 3AA

Tel: 01487 822878

LDA

## Old Vicarage Care Home, The

27 Church Street, St. Neots PE19 2BU

Tel: 01480 476789

OP D PD MH SI YA

## Olivemedes

Hawthorne Road, Yaxley,  
Peterborough PE7 3JP

Tel: 01733 247240

OP D PD SI

## Paxton Hall Care Home

Rampley Lane, Little Paxton,  
St. Neots PE19 6NY

Tel: 01480 213036

OP D LDA

## Potton View

Mill Hill, Potton Road, Gamlingay,  
Sandy SG19 3LW

Tel: 01767 654866

OP

## Rheola Care Home

Broad Leas, St. Ives PE27 5PU

Tel: 01480 375163

OP D

## Rose Cottage Residential Home

School Road, Broughton,  
Huntingdon PE28 3AT

Tel: 01487 822550

OP D PD MH SI

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**Service** OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism  
**User Bands** MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs



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St. Neots PE19 6SR  
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### Montague House

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LDA MH

### Red House Care Home, The

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## South Cambridgeshire care homes

See page 67 for the **Service User Bands** key

### Aurora Orchard Manor Transition Service

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Tel: 01763 268020

LDA YA

### Bramley Avenue

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PD SI YA

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### Home Meadow

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Tel: 01223 263282 **Advert page 68**

**OP D**

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Fenland	<b>01354 704500</b>
Bedford	<b>01234 975666</b>

**[www.bluebirdcare.co.uk/Cambridge](http://www.bluebirdcare.co.uk/Cambridge)**

More detailed information on live-in care can be found at:  
[bluebirdcare.co.uk/live-in-care](http://bluebirdcare.co.uk/live-in-care)

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# Do you need an Angel in your life?

## We deliver award-winning care

Most people in need of care would prefer to stay in their own home. Our home care visiting service is carefully tailored to suit you or your loved ones needs. We can help people to retain their independence and stay connected to friends, relatives and pets, safe in their own home where they want to be.

Our caregivers are carefully selected. We find excellent people with the right mix of skills, experience and a true caring nature, so that they can provide consistently superior home care.

We can help with activities ranging from shopping and companionship, to personal care, hospital discharge support and end of life care.

We can visit from one hour each week to every day, for as long as you need us to help with:

- \* Companion & Social Care
- \* Personal Care
- \* Dementia & Alzheimer's Care
- \* Post-Hospital Stay Care
- \* Palliative
- \* End of Life Care



Inspected and rated

Good



Find out more about how a Visiting Angel can help

**Call 01223 455 945 or 01480 751 731**

[www.visiting-angels.co.uk/cambridgeshire](http://www.visiting-angels.co.uk/cambridgeshire)

[cambridgeshire@visiting-angels.co.uk](mailto:cambridgeshire@visiting-angels.co.uk)

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QUALITY AT HOME CARE